MAYBELENE VELASCO

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# OBJECTIVE

Self-motivated Operations Manager successful in collaborating with consultants, area leaders and employees to streamline and strengthen processes and control costs. Highly organized and detailed collaborator with solid record of accomplishment in meeting and exceeding business targets. In-depth knowledge of operational and budget management techniques.

# SKILLS

* Sales
* Team building and motivation
* Client management
* Problem solving
* Data analysis
* Customer Service
* Performance monitoring
* Business Planning
* Organizational Management
* Incidents management
* Performance reporting
* Data Analysis
* P&L Management
* Process Improvement

# EXPERIENCE

**OPERATIONS MANAGER I**, 03/2024 - 10/2024

***Concentrix***, Makati City

* 12 Team Leaders, with a total of 240 FTEs.
* Coaching, Triad.
* Need to make sure that we are able to hit our KPI target
* Monitored and improved efficiency of processes, team performance, and customer service.
* Directed operations staff by providing guidance, training, and support in order to meet company objectives.

**OPERATIONS MANAGER**, 09/2020 - 10/2023

***Transcosmos Asia Philippines***, Pasig City

* + Assumed ownership of team productivity and managed workflow to meet or exceed quality service goals and VOC goals.
  + Measure performance with key metrics such as Hold Time, AHT, QA score, VOC, and attendance.
  + Monitored and improved efficiency of processes, team performance, and customer service.

**SENIOR TEAM LEADER**, 08/2019 - 08/2020

***Sequential Technology***, Eastwood City, Libis

* + Met all customer call guidelines including service levels, handle time and productivity
  + Provided accurate, specific and timely performance feedback for CSR's
  + Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals and VOC goals
  + Measure performance with key metrics such as Hold Time, AHT, QA score, VOC and attendance

**BUSINESS DEVELOPMENT/IMPLEMENTATIONS MANAGER**, 02/2015 - 09/2018

***Contexta Global***, Pasig City

* + Developed and implemented strategies to increase customer satisfaction and loyalty.
  + Created monthly reports for senior management summarizing operational performance metrics.
  + Coached, mentored and trained team members in order to improve their job performance.
  + Conducted regular meetings with staff to discuss progress and identify areas of improvement.
  + Initiated new projects that resulted in increased productivity across all departments.

**BUSINESS DEVELOPMENT/PROJECT MANAGER**, 09/2013 - 01/2015

***McKenzie Sutherland***, Pasig City

* + Served as company representative at for potential clients to promote company objectives
  + Locates and proposes to potential business deals by contacting potential partners; discovering and exploring opportunities
  + Assisting in the formulation of targets and goals for individuals and teams
  + Strategically scheduled team members to maintain optimal staffing levels at all times
  + Coordinated with cross-functional teams to ensure successful project implementation.

**SENIOR TEAM LEADER**, 11/2010 - 08/2013

***Sitel Philippines***, Mandaluyong City

* + Provided accurate, specific, and timely performance feedback for TSRs.
  + Assumed ownership of team productivity and managed workflow to meet or exceed quality service goals.
  + Followed through on all critical inter-departmental escalations to increase customer retention rates.
  + Conducted regular performance reviews and provided feedback to team members.

**PRODUCT TRAINER**, 04/2008 - 10/2010

***Etelecare Global Services***, Makati City

* + Trained newly hired agents of a VoIP provider in the US.
  + Select appropriate training methods or activities per class.
  + Assess instructional effectiveness and determine the impact of training on employee skills and KPIs.
  + Developed training materials and conducted product demonstrations for new hires.
  + Conducted needs assessments to identify gaps in product knowledge among team members.

**TECHNICAL SUPPORT SPECIALIST**, 02/2006 - 03/2008

***Sakes Asia***, Makati City

* + Handled technical support for a postal meter company in the US
  + Was trained with different LOB's of the account (dispatch, outbound meter reminder, email and chat support)
  + Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment

**HR/RECRUITMENT SPECIALIST**, 03/2003 - 01/2006

***Emilio S Lim Appliances***, Makati City

* + Attended career fairs and recruiting events to promote employer brand awareness and generate interest among potential candidates.
  + Researched industry trends related to recruitment best practices.
  + Organized onboarding sessions for new hires by coordinating orientation materials and training schedules.
  + Provided guidance on career development opportunities within the organization.
  + Conducted initial phone screenings with prospective candidates.

# EDUCATION

***Unciano College***

# Bachelor of Sciece: Nursing

**REFERENCES**

References available upon request.