

# MC LLOYD CARILLO

Process Trainer / Customer Service Representative /  
Back Office Support

## About Me

I am a self-motivated individual with exceptional customer service, well organized, optimistic, reliable and dedicated to maintain a customer/client satisfaction with high level of professionalism. I have work in a Business Process Outsourcing (BPO) industry for over 7 years with 2 years experience as a Customer Service Representative / Subject Matter Expert (SME) and 5 years as a Process Trainer in different segments (Care/Tech support, Order Management and Verification).

## CONTACT



+63-935-765-1155



mcloydcarillo@gmail.com



Sitio Ilaya, Tibig, Silang Cavite

## EDUCATION

**Bukidnon State University (BSU)**  
Bachelor of Science in Hotel and  
Restaurant Management  
2011-2014 (Under Graduate)

**Pilgrim Christian College**  
Cookery NC-2  
2016 (Graduate - Vocational)

## LANGUAGE

- Tagalog
- English

## WORK EXPERIENCE

### Training Supervisor POC

#### TECHMAHINDRA LTD.

Oct. 2021 - July 2023

- Point of Client escalations related to training.
- Skills Development of team Quality Program Level progress.
- Data Analysis and Project Management on the targeted opportunity.
- Handling Training Development (Training Curriculum, Processes)
- Strategic Planning with Stakeholders.

### Process/Line Trainer

#### TECHMAHINDRA LTD.

June 2018 – Oct. 2021

- Conducts Process Training for new hires and evaluates their performance based on their competencies at the end of each training.
- Coaches and counsel trainees for performance and behavior improvement and provide feedback based on specific areas for improvement (AFIs).
- Conducts recursive/refresher training based on TNA and Operations/Quality recommendations and findings.
- Works hand-in-hand with Quality and Operations in order to provide Training Needs Analyses to determine the assigned LOB's monthly Product Knowledge Test (PKT).
- Ensures all training reports, dashboards, etc. are complete, accurate and sent in a timely manner.



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## EXPERTISE/SKILLS

- Customer Service
- Management Skills
- Facilitation Skills
- Leadership
- Critical Thinking
- Order Processing
- Verification
- Client/customer Escalation

## AWARDS AND MERITS

### Trainer of the Year

Tech Mahindra LTD  
August 2020

### Ace Awardee

Tech Mahindra  
2020-2022

## WORK EXPERIENCE

### Associate Customer Support/Community Manager / Tier 2 – Escalations / SME

**TECHMAHINDRA LTD.**

**April 2016 – June 2018**

- Obtains client information by replying to chats/emails, assisting clients and verifying client's account/s.
- Adheres to standards and guidelines, recommending improved procedures.
- Updates job knowledge by studying new product descriptions, participating in educational opportunities.
- Recovers customer escalation endorsed by client by providing seamless effort in resolving the concern/problem.
- Provides personalized customer service to further improve the service and build customer loyalty and trust.
- Evaluates customer's product issues and provides logical lasting solutions.
- Monitor changes in customer sentiments with social listening and respond to individual comments or messages to resolve questions or complaints posted in the social media platforms.

## TRAININGS AND SEMINARS

### Credit Acceptance Policies and Procedures (CAPP)

Felina Corp. Plaza, Eastwood, Q.C.  
September 2020

### Effective Presentation Skills (EPS)

E-Commerce Plaza, Eastwood, Q.C.  
July 2018

### Effective Feedback and Coaching

Felina Corp. Plaza, Eastwood, Q.C.  
June 2018