

# EDELYN

Edelyn's expertise spans across operational and team management, and administration. She manages client compliance, work schedules, team performance, and ensures service level agreements are met.

She motivate employees through in-depth coaching and drive company initiatives for long-term operational excellence. She excels in formulating and implementing policies, plans, and procedures that leads to a more seamless operations.

## PROFESSIONAL EXPERIENCE

### Client Services Manager 2022 – Present

- Support company's revenue growth by encouraging clients to grow their team in the Philippines
- Strengthen and develop the business by finding new clients and providing exceptional customer service, tailored solutions to their unique needs, and fostering a strong, trusting relationship that encourages repeat business and referral
- Manage current clients by maintaining the company's current relationships and addressing any issues or questions they may have through weekly or fortnightly, monthly and quarterly catch-ups.
- Conduct onboarding for new clients and walk them through the company's processes.
- Deals with personnel work-related issues and concerns; Provides effective coaching and appropriate corrective / disciplinary actions as needed
- Facilitate trainings and coaching for other Client Services Supervisors to ensure client satisfaction.

### Sr. Client Services Supervisor 2018 – 2022

#### Operational and Team Management

- Manages client's compliance to company system and policies
- Carries out operational duties; Manages work schedules;
- Monitors team performance, attendance, productivity, etc. and ensures SLAs are regularly met
- Motivates and encourages employees through positive communication and creates effective channels for employee feedback
- Drives company initiatives that contribute to long-term operational excellence; Assists in the development of strategic plans for operational activity
- Formulates and implements departmental and organizational policies, and operational plans and procedures

#### Administration

- Acts as the main link between Client Operations, Management Team and the employees
- Reviews and evaluates staff individual strengths and areas for improvement; Produces performance reviews as established by the Operations Manager

## CONTACT



## TOP SKILLS

- Decision Making
- Communication
- Multi-tasking
- Business Development
- Scorecard Development
- Organizational Development

## ACHIEVEMENTS

### 5-Year Service Awardee

[Redacted], 2022

### Certified externally by

[Redacted], 2012

## EDUCATION



[Redacted]

[REDACTED]

**Sr. Client Services Supervisor**  
2018 – 2022 (continuation)

- Monitors and reports individual and team performance through regular scorecard reviews
- Develops engagement activities to increase employee loyalty, focus, and retention; Establishes monthly town hall meetings with other departments to review operations activities within the organization
- Implements improvements to increase the effectiveness and efficiency of Support Services (HR, IT, Finance) as well as coordination and communication between functions
- Serves as primary liaison to legal counsel in addressing legal issues e.g. intellectual property, copyright, governing instruments, partnerships, etc.

[REDACTED]

**Account Supervisor**  
Sep 2016 - Feb 2018

- Responsible for the consistent performance of the front line and support team.
- Provides coaching and support to help Agents in achieving their best potential
- Instill strong operational discipline
- Manage escalations and requests for assistance from Dealer Support, Flexi Sales Team and retailers
- Maintains customer relationships, leading and coaching team members and supporting the achievement of the team and company objectives.
- Maintains a positive, results orientated team culture built on reliability, productivity, quality, professionalism

[REDACTED]

**Account Supervisor**  
Sep 2013 - Sep 2016

- Manages a Team of 19 agents from 4 Line of Business including the Case Management Team (Customer Service Level 2), Spare Parts Team (Service Center Access to Spares), Email Management (Non Voice Customer Service), and Customer Service Team (Voice- Customer Service)
- Manages the team's program specific (KPI), but are not limited to Average Handle Time (AHT), Quality Scores, Sales (id applicable), and the like..
- Handles call escalations through identifying customer needs, providing resolutions and diffusing conflicts.
- Involves in the weekly Program Performance Review with our Clients [REDACTED] and the Quarterly Business Review providing feedback and story details behind the stats and numbers reported to the client.
- Manages [REDACTED] Customer Service and involves in Program Performance Review with our [REDACTED] clients in Australia, New Zealand and Europe.
- Deliver 1x1 coaching with agents, bi-weekly goal setting and performance monitoring sessions; Provides induction training for new hires on [REDACTED] Technical queries and phone systems and CRM use.

- Coaches Customer Care Executives to review performance, provide directions and set goals, while providing constant feedback when necessary.
- Conducts pre-shift and/or post shift meetings to keep the team updated with the current trends in the program and/or the company.
- Maintains up-to-date CCE records, disciplinary action documentation and personal development plan (PDP) records.
- Creates and Updates Call Flows and Processes for the campaign
- Works with Projects Team with the current & future state programs and Recovery Plan for [REDACTED]
- Works with IT for the system update in RT and CRM
- Provides training to the clients for system navigations and processes.
- Creates User Manual for all system users from agents to clients and third party resources
- Develop, implement & maintain policies & procedures & quality standards for the customer service function

[REDACTED]

**Case Manager**  
Sep 2012 - Sep 2013

- Built and maintained relationships with consumers to enable high customer satisfaction; identify and investigate consumer's cases; use service providers as a channel for closing cases.
- Took ownership of cases which require special attention and liaise with other areas of the business to ensure customer satisfaction.
- Managed and ensured the consumer is communicated to clearly and effectively on the progress of their challenge.
- Open cases to be action within 24 hours in upon case opening and all cases to be checked every 5 days.

- Ensured Case Management KPI's are met in terms of response time, open cases, open calls, consumer goodwill cost, product exchange & return & costs.
- Liaison between consumers and service partners with technical enquiries and escalated issues related to product quality, damage and failure.
- Solving escalated issues providing service to consumers including assistance with failure, reliability and quality of product issues.
- Administrative responsibility of case management like, email inbox management, changeover processing, consumer upgrade, case outcome reporting etc.
- Liaise with internal Whirlpool departments to provide best consumer outcome.

[REDACTED]  
Subject Matter Expert [REDACTED]

*Nov 2009 - Nov 2011*

- Provided On -floor support within the first 3 months of joining the process
- Part of Escalation Team liaising (due to time difference) with Head Office in New Zealand to resolve
- Troubleshoot phone and Internet issues
- Helped customers with basic computer troubleshooting, issued with email software's such as Outlook and Mac Mail
- Booked Technicians for the technical issues that could not resolved over the phone

Customer Service Representative [REDACTED]

*May 2009 - Nov 2009*

- Answered inbound calls from end-users of a famous appliance brand in Australia.
- Provided basic troubleshooting tips to end-users.
- Referred and booked customers to service agents

[REDACTED]  
Telephone Sales Representative

*Feb 2008 - Feb 2009*

- Customer care for Online Education

[REDACTED]  
Telephone Sales Representative

*Feb 2007 - Feb 2008*

- Customer care for Accent Energy