**John Mark Lazaro**

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**Mobile No: +971-555-723-104**

**Dubai, United Arab Emirates**

**Career Objective**

Aiming to deliver excellent customer service and satisfaction by applying my skills and expertise and to gain more knowledge for the benefit of the organization.

**Professional Work Attitude Summary**

* Superior telephone etiquette.
* Patient and empathetic support with extensive background in conflict resolution and customer care.
* Expertise in delivering support services and resolving customer complaints.
* Highly organized, dedicated leader who motivates and inspire others.
* With excellent power of persuasion and time management skills to direct the activities of workers and processes in various campaigns.

**Qualifications**

* Proven experienced Supervisor or relevant role
* Familiar with company policies and legal guidelines of the field
* Ability to learn a variety of job descriptions
* Excellent communication and interpersonal skills
* Outstanding organizational and leadership skills
* Good knowledge of MS Office
* Handled a variety of work fields – versatility

**Accomplishments**

* Work on special projects and process improvements.
* Developed a new process called AHON where non-productivity is being measured through data extraction of calls on a weekly basis. Filtering calls which are not considered as conversion such as prank callers, BOT numbers and follow ups.
* Awards Received:
  + Best Team Leader
  + Best in Customer Service
  + Quality Bulls Eye Award
  + Most Reliable Award

**Work Experience**

**Sterling Global Call Center**

Ortigas, Pasig City, Philippines

January 2019 – Jan 2021

***Supervisor – Local Account – Food Delivery Service, JFC***

* JFC (Jollibee Food Corp.) a Filipino multinational company based in the Philippines which is the owner of the fast-food brand Jollibee.
* Handled Non-Voice account for Jollibee Delivery where offline work is being done.
* Handled 25 agents across all-brands – Jollibee, Chowking and Greenwich.

**Sykes Marketing**

Shaw Boulevard, Philippines

September 2009 – January 2019

***Team Leader | Virgin Mobile Canada – Postpaid & Prepaid (2015-2019)***

* Managed 15 agents
* Ensuring the team reach and exceed their goals for the entire key matrix.
* Managing KPI, Outliers, Escalations and Coaching.

***Subject Matter Expert | Virgin Mobile Canada – Postpaid & Prepaid (2012-2015)***

* Provides coaching to numbers of agent assigned to make sure that everyone is in line with the process with the help of the Quality team.

***Agent | Virgin Mobile Canada – Postpaid & Prepaid (2009-2012)***

* Handled inbound calls for Virgin Mobile (branded wireless communication brand that provides prepaid and postpaid phone lines in Canada).
* Provides excellent customer satisfaction for billing, technical and customer service.