

Raymond B. Almario

Customer Service & Call Center Professional



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Gulf and Philippines experienced management professional offering total of 14 years of vast exposure within diversified industries in Customer Service, Administration, Relationship Management and Complaints Management. Consistently demonstrated excellent skills in meeting with multicultural customers, delivering service at the highest quality standard, ensuring customer satisfaction and performing effectively under work pressure. Dynamic and resourceful Team Manager with excellent communication, analytical, presentation, problem solving, time management, and leadership skills. Seeks a challenging role to maximize the potential of gained experience and management skills.

Qualifications

Bachelor of Science in Electronics and Communications Engineering
Mapua Institute of Technology, Manila Philippines

Certificate in Leadership Essentials Development Program
New York University, Abu Dhabi, UAE

Certificate in Certified Manager Program
Harvard Business Publishing in partnership with Emirates NBD Group

Certified Call Center Agent
Emirates NBD Bank Group

Certificate in Communication Skills, Call Handling, Telephone Competency, Banks Products & Procedures

Achievements

- Awarded by the higher management of TaskUs as Best Team multiple times - 9 months out of 12 for the year 2019 and 3 months for the year 2020.
- Was given a plaque as Best Team Manager Of The Year for 2019.
- Awarded by the Executive Committee of Tanfeeth (Emirates NBD) for the highest score of

93.72% ever given to Emirates NBD Call Center by the Group Internal Audit on my contribution on managing the end to end project to streamline and document all the internal process, policies and procedures of the department which are in line with the vision and strategy of the bank.

- Given a plaque by Tanfeeth CEO, Mr. Suhail Ibn Tarraf for being the transformation champion due to exemplary completion and effective implementation of the Lean Culture within the EmiratesNBD Call Centre.
 - Instigated various process changes to enhance key SLAs with the Third Party Operations Team handling clients who outsource their services to Tanfeeth.
 - Effectively handled project life cycles from pilot implementation, migration and ramp up to large scale system and process execution
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Work Experience

Sitel Call Center - Baguio City, Philippines (www.sitel.com)

Operations Team Manager

Call Center Oct 2021 – April-2023

- Manage day-to-day planning and Operations of the Call Center.
- Make sure that each of the agents delivers on his/her Service Level Agreements (SLAs) and achieves the team's Key Performance Indicators (KPIs).
- Organize and handle the team and make sure everyone adheres to their activities and schedules.
- Train and help in the development of the agents by conducting team huddles and coaching sessions.
- Evaluate the strengths and weaknesses of the agents.
- Propose solutions to the higher management for the team's growth and development.
- Create reports of the team's performance and document feedback from the client and/or management.
- Manage issues internally and externally that arise, including HR-related ones.

TaskUs Call Center - San Fernando, La Union, Philippines (www.taskus.com)

Call Center Supervisor

Call Center Aug 2018 – Dec 2020

- Recruits, selects, hires, and trains new call center personnel and prepares them to respond to customer questions and complaints.
- Prepares call center performance reports by collecting and analyzing call agents' data.
- Evaluates individual performance reviews and overall team effectiveness with upper management.
- Helps call agents with challenging customer service issues.
- Monitors team performance and provide tools if necessary.
- Determines call center operational strategies by evaluating team results and objectives.
- Maintains and improves call center operations by monitoring system performance and identifying and resolving problems.
- Meets financial targets by estimating performance requirements and preparing annual budgets.
- Presents monthly and annual call center action plans and objectives.

Tanfeeth - Emirates NBD Group, Dubai, UAE (www.Tanfeeth.ae)

Lean Manager – Compliance & Audit Unit / Call Center

- Nov 2016 – June 2017

- Coordinating internal resources and vendors for the flawless execution of projects.
- Ensuring that all projects are delivered on time, within scope, and within budget
- Working closely with Operations Heads to identify areas that require process improvement.
- Gather data and work with stakeholders to ensure the completion of projects identified.
- Appointing SMEs for monitoring and follow-ups on the transition to implementation.
- Measure project performance using appropriate systems, tools, and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors

Assistant Call Center Manager – Call Center Operations / Third Party Outsourcing Team

- Dec 2011 – Nov 2016

- Managing a team of 100+ agents with 4 team leaders responsible for handling the calls of the Third Party Clients outsourcing their services eg. Lloyds TSB, Dubai Financial Market, EmiratesNBD KSA.

- Formulating and enforcing call centre process improvement projects.
- Developing objectives for the call center's day-to-day activities
- Accountable for end to end management of the services provided ensuring customer satisfaction.
- Performing Root Cause Analysis on Top volume defects and variations.
- Collecting and analyzing call-center statistics (sales rates, costs, customer service metrics etc.)
- Hire, coach and provide training to personnel to maintain high customer service standards
- Monitor and improve ordering, telephone handling and other procedures
- Evaluate performance with key metrics (accuracy, call-waiting time etc.)
- Prepare reports for different departments or upper management

Assistant Call Center Manager – Call Center Operations / Priority Banking Dept.

- Apr 2008 – Dec 2011

- Conducting effective resource planning to maximize the productivity of resources (people, technology etc.)
- Administered operations team consisting of 60+ agents and 3 team leaders in determining daily set of key business objectives with key business indicators such as Service Levels, Overall Customer Satisfaction, Efficiency Performance, Quality Performance, Schedule Compliance and Employee Satisfaction.
- Ensured process improvement efforts that resulted to improvement of clients experience and operational efficiency by closely working with other departments.
- Spearheaded and guided all frontline supervisors.
- Leading meetings with team members to discuss team performance and work plans for upcoming months
- Training new employees on company policies and procedures to ensure they are knowledgeable about their jobs
- Monitoring employee performance to ensure that they are meeting goals and upholding company standards
- Managing employee attendance to ensure that all staff members are at work on time and working efficiently throughout their shifts
- Ensuring that all customer issues are resolved in a timely manner and that customers are satisfied with the service they receive
- Reviewing call logs and evaluating call quality to identify areas for improvement
- Communicating with clients to schedule appointments and answer questions about products and services.
- Fostering a positive work environment by encouraging team members to work together effectively
- Establishing and enforcing policies and procedures to ensure that the call center is running efficiently.
- Ensuring SLAs and KPI Metrics are met if not exceeded.

Team Leader – Call Center Operations

- June 2006 – Apr 2008

Call Center Agent

- Dec 2004 – June 2006

Professional Development

- **Certificate in Leadership Essentials Development Program**
New York University, Abu Dhabi, UAE - Nov 2015
- **Certified Managers Program** – Harvard Business School – Sept 2011
- **Banking Operations** – Credit Cards - Jun 2011
- **Banking Operations** – Accounts - Jan 2011
- **Breakthrough Customer Service**
UP Your Service College, Crown Plaza Hotel Dubai UAE – July 2010
- **Team Building Course**
Emirates Institute for Banking and Financial Studies – April 2008
- **Money Laundering: Counter Measures, Anti-Money Laundering**
CBT Program Global Training Centre, Dubai UAE - July 2007
- **Introduction to Management**
Global Training Centre, Dubai UAE – August 2006
- **Phone Rage Course Seminar**
BUZZ Contact Centre, Movenpick Hotel, Dubai UAE – February 2005

Personal Details

Nationality : Filipino

Date of Birth: 5th December 1973

Marital Status: Married

Driving License: Yes

Language: English and Filipino

Regards,

Raymond Almario
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