

# Glenn C. Noval

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## Profile

Email/Customer Support Team Lead offers a wealth of product knowledge and the ability to lead both technical support and customer service team. Professional possesses extensive knowledge and keeps constantly updated on changes in the field to remain current. Offers 8 straight years of experience in the BPO industry.

## Core Qualifications

- Top performer
- Leadership
- Coach and Mentor
- Flexible schedule
- Root cause analysis
- Quality assurance
- Average to Excellent Communication Skills
- Observant
- Competitive
- Virtual Assistant
- Case Manager
- Legal (US Law)

## Work History

### **Legal Solutions** *(Client Name Confidential due to NDA)*

Case Manager (August 10, 2020 to September 20, 2022)

- Assist clients in completing their documents for their cases.
- Create a profile for new clients.
- Follow up documents via calls, text and email for client's Lemon Law case.
- Making sure clients sent in correct and visible documents.
- Review documents.
- Upload documents to client's profile.
- Answer inbound calls, emails and texts from clients.
- Update client's profile.

- Update Lawyers regarding client's documents and concerns.
- Send End of Day and End of Month Report to Lawyers.
- Help and resolve client's issues with their Dealership regarding documents.

#### **Achievements:**

- Was the only Filipino VA that got absorbed by the Law Firm after 2 months.
- Consistent 5-star rating VA.

#### **Taskus**

**7th Floor, Anonas LRT City Center, 958 Aurora Blvd. Corner Anonas Ave., Project 3, Quezon City.**

Team Manager (July 30, 2018 to March 2021)

- Coach teammates
- Monitor teammate's performance
- Send performance report
- Deal with teammate's issues on payroll, company benefits, needs during productive time and HR matters.
- Conduct and facilitate Team Meetings/Huddles
- Attend Weekly Business Review
- Attend Client calls
- Provide Action Plans
- Conduct RCA's
- Monitor SLA
- Monitor Productivity

#### **Achievements:**

- Consistently hitting 90% - 100% Employee Satisfaction on a Quarterly basis.
- Consistent Top Team.
- Consistent Top Team Lead within the Cluster.

#### **Taskus**

**7th Floor, Anonas LRT City Center, 958 Aurora Blvd. Corner Anonas Ave., Project 3, Quezon City.**

Subject Matter Expert (February 2018 to July 30, 2018)

- Provide assistance to teammates in terms of product knowledge.
- Coaching and mentoring team members.
- Taking client calls.
- Send updates and reports to the Managers and Clients.
- Provide updates to team members in terms of the logic.
- Handling 100 Teammates.
- Handling 5 major clients.

#### **Achievements:**

- Got promoted as a Team Lead.
- Got 100% Employee Satisfaction Rate.
- Attended The Leader Academy.
- Attended Behavioral Coaching.

#### **Taskus**

**7th Floor, Anonas LRT City Center, 958 Aurora Blvd. Corner Anonas Ave., Project 3, Quezon City.**

Email Support Representative (August 2016 to February 2018)

- Identify and provide resolution to customer's concern to achieve satisfaction.
- Answering queries through email with clear and grammar error free responses.
- Providing accurate resolution according to resources provided.
- Maintain an up-to-date resources and knowledge for effective resolution.
- Process refunds and adjustments.
- Provide updates on customer's orders.
- Reached out to Couriers and Restaurant owners and/or managers.
- Escalate contact (if needed).
- Review contacts to make sure no safety related issues.

#### **Achievements:**

- Consistent Top Performer and awardee.
- Consistently present every Quarterly Company Travel Incentive for top performers.
- Appointed as the Team POC.
- Got promoted as an SME.

#### **Teleperformance Davao**

**SM City Davao Annex, Quimpo Blvd, Talomo, Davao City, 8000 Davao del Sur**

Technical Support Representative (April 2016 - August 2016)

- Perform activation process for internet, cable, phone and home security.
- Provide assistance and resolution for customers that have been calling multiple times.
- Maintain excellent scores in providing customer satisfaction.
- Taking escalation calls.
- Acting Supervisor.
- Support teammates when it comes to process and product knowledge.
- Trained to provide Customer Satisfaction and First-Call Resolution.

### Achievements:

- Top Performer during Training.
- 3-time Champion during Call Certification.
- Made history in TP-DVO during nesting who got the highest nesting average.
- Was profiled to special department after nesting (for elite and tenured agents only department).
- Was appointed as acting Supervisor/TL.

### Trec Pacific

**1208 Garnet Rd, San Antonio, Pasig, 1605 Metro Manila**

TIER II Technical Support Representative (July 2013 - February 2016)

- Responsible for providing clear troubleshooting steps to customers.
- Manage and take ownership of every customer call from the beginning until the issue is resolved.
- Maintain accurate product knowledge when it comes to the process and the device we support.
- Identify and ask effective probing questions for issue resolution.
- Responsible for scanning the customer's POS system for possible corruptions and missing files.
- Removing and replacing corrupted/missing files.
- Taking escalation calls if needed and requested.
- Assisting Teammates in need of help.
- Dial-in and process approver.
- Responsible for making sure the customer's concern has been resolved (Callbacks).
- Trained to aim FCR (First Call Resolution).

### Achievements:

- Got promoted as Level 2 agent after 3 months after regularization • Got promoted as DIC (Dial-in Charge) after 6 months.
- Was appointed to answer escalations and assisting agents while performing my duty as DIC.
- Mentored teammates.

### Education

Caraga State University

Bachelor of Science in Information Technology (Undergraduate)

2011-2013