

Audrey Jeff Nitro

Virtual - Training Specialist



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📍 Pasay, Philippines 🇵🇭 Filipino 👤 Male

Profile

A seasoned professional known for effective leadership, adept analytical capabilities, and a passion for fostering learning and development. My career journey began as a Customer Service Representative, and through strategic progression, I evolved into the role of a Performance Analyst. This trajectory culminated in my promotion to a Performance Development Coach. Presently, as a Virtual Training Specialist, I am dedicated to cultivating engaging and informative learning experiences, guiding aspiring virtual assistants towards a path of continual growth and success.

Education

Business Administration, City University of Pasay
10/2015 – 08/2016 | Pasay, Philippines
College Undergraduate

Skills

Team Management
Effective Communication
Workflow Management
Coaching and Planning
Data Analysis and Entry
Tools Proficiency
Risk Assessment
Customer Care

Professional Experience

Training Specialist,

Virtual Staff LLC by Legal Soft Solutions
07/2023 – present

- Facilitate virtual training sessions using video conferencing platforms, ensuring an interactive and engaging learning environment.
- Manage virtual classroom logistics, including participant enrollment, technical troubleshooting, and attendance tracking.
- Conduct quality assurance checks on course content to ensure accuracy, relevance, and alignment with learning objectives.

Performance Development Coach,

ePerformax Contact Centers, BPO
04/2019 – 06/2023

- Conduct performance assessments and coaching sessions to identify development opportunities for employees
- Provide ongoing support to employees, including goal setting, feedback, and setting SMART action plans.
- Analyze performance metrics and provide data-driven insights to guide coaching interventions.

Gaming Specialist,

Telus International PH
09/2018 – 04/2019

- Provide timely and effective support to gamers via email and chat.
- Assist customers with inquiries related to game features, account management, in-game purchases, and technical issues.
- Troubleshoot and resolve gaming-related problems, escalating more complex issues to appropriate teams if necessary.

Certificates

General Law Practice

Virtual Staff LLC by Legal Soft Solutions