



Kimberly C. Traya

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PROFILE

A result-driven person with 18 years experience in the BPO Industry. Proven ability in terms of handling people and conversing the English language in its peak. I have delivered effective ways in providing suitable strategies in coaching my team to achieve client's goal. I've been trained & exposed in terms of handling deadlines for some projects given by the client and in creating platforms or processes.

EXPERTISE

- Supervising teams of individual for common goal
- Training teams for any updates
- Coaching individuals for opportunities to work on to
- Creating processes or strategies on any given portfolio
- Handling deadlines or deliverables

EDUCATION

- Cebu Normal University | BSEd Major in English |

June 2002-Oct 2006(4th yr1st sem)

Returned Jan2019 – **GRADUATED : Dec 2019**

- St. Mary's Academy | Highschool | 1998 – 2002
- Zapatera Elem.School | Elementary | 1993-1998

ACHIEVEMENTS and AWARDS

Miss Teen San Miguel | 1999 | Winner

Miss St.Mary's Academy | 1999 | Winner

Miss Metropolitan Cebu Junior Jaycees | 2005 | Winner

Miss Phil.Junior Jaycees | 2007 | 2nd Princess

Monster Radio BT 105.9 DJ Hunt Winner | 2006 | Winner

WOW Philippines in Intramuros (Region 7) | 2003 | Participant (Singer)

Bantawan Diwa Theater Guild (CNU) | 2003-2006 | Member (Singer)

Rodgers and Hammerstein's Cinderella Musical Play (Waterfront) | 2003 | Actress (Singer)

Sigma Lite Training | 2017 | Participant

WORK EXPERIENCE

- **Logix BPO**

Training Manager - Jan 2024 to Present

- >create modules in line with the products and processes
- >create learning glide path and guide for the new hires
- >train new people so they will be equipped once they will be endorsed to operations
- >assist trainers and provide feedback for their development
- >create monthly and yearly activities for training department
- >have direct contact with the client in the US for weekly & monthly review

- **elink**

Sales Trainer | April 2023 – Jan 2024

- >train new publishing consultants on the product
- >create and enhance modules and slides for training materials
- >endorsed trainees to operations based on their performance in the training

- **Sacred Heart School Ateneo de Cebu**

Jr.High English and Research Teacher - June 2022-May 2023

- >teach Junior HighSchool students English language and literature
- >assess students on their development and provide feedback for their improvement
- >supervise and evaluate Grade 10 students with their Research project

- **TechMahindra**

Trainer-Supervisor -June 2021 – March 2022

- >train new hires with the product so they will be ready once they will hit operations
- >assess agents with their performance during training and provide feedback
- >supervise and evaluate Grade 10 students (Research)

- **DELONIX**

Client Success Manager - Nov 2020 to April 2021

- >work directly with the clients as the company's representative
- >managed and supervised staffs/Vas on different accounts
- >create agreements and contracts based on client's demand

- ***Demand Science Team Phils.***

Supervisor - April 2018 to Nov 2020

- >supervise group of agents to be able to hit their metrics per month
- >provide coaching so they can create action plan to achieve
- >did weekly and monthly review with the client to check on the agent's performance

- ***ALORICA***

Team Manager - March 2016 to April 2018

- >supervise group of agents to be able to hit their metrics per month
- >provide coaching so they can create action plan to achieve
- >did weekly and monthly review with the client to check on the agent's performance

- ***Teleperformance (Telstra) to Telsra Phils Inc***

Supervisor - Feb 2012 to March 2016

- >supervise group of agents to be able to hit their metrics per month
- >provide coaching so they can create action plan to achieve
- >did weekly and monthly review with the client to check on the agent's performance

