

John Michael Ponce, CLSSYB

Block 8 Lot 28 Urban Bliss Barangka, Marikina

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PROFESSIONAL ACHIEVEMENTS

- Spearhead: Six Sigma Education for Operations, Conducted realtime mentoring and Education Session of the Six Sigma Methodologies. Ensured that all activities, tools and methodologies were properly exercised and /or implemented for the Support Team
- Spearhead: Six Sigma Project Improvement:
 - Absenteeism/Hygiene
 - Occupancy
 - Average Handling Time
 - Re-Open
 - Quality
 - Customer Satisfaction

PROFESSIONAL EXPERIENCE

Telus International Philippines, Supervisor - Operations –Discovery Center Suites Ortigas Center, Pasig City- September 2015 to Present.

- Supervise, Serve as mentors and coaches to the representatives on the floor and act as the first point of escalation for client-specific issues. Serve as a back-up point of escalation when Subject Matter Experts are not available.
- Develop complete understanding of client's business model, policies and procedures as they relate to the support of the client's customers
- Support the Team/Senior Manager in providing leadership, guidance, and support to the reps to ensure the creation of a positive/productive work atmosphere and team spirit. Address agent needs and concerns, performance and motivation issues, and conflicts.
- Assume responsibility and accountability for the team in the absence of the Team Manager by ensuring coverage, productivity/efficiency, and quality of service delivery
- Perform other duties as assigned

G3 Telecom, Supervisor - Operations – Unit 2208 22nd Floor Raffles Corporate Center, Garnet Road Ortigas Center, Pasig City- January 2015 to June 2015.

***Aegis Services Philippines Incorporated, Supervisor - Operations – 5th Floor
Tower 2 Rockwell Business Center, Meralco Compound Ortigas Pasig City-
August 2011 to February 2015.***

***Stellar Global Inc, Communication Assistant for IP Relay – Superstore Building,
Araneta Center, Cubao – January 2011 to June 2011.***

- Communication Expert that facilitates people who are Deaf, Hard-of-Hearing, or Speech-Disabled to place calls to standard telephone users via a keyboard or assistive device.
- Facilitate and coordinate two parties to avoid miscommunication throughout the relay service.

***ICT Marketing Services Inc, Customer/Sales Representative 19/FL Plaza
Tower 2, 6819 Ayala Avenue Makati City Philippines – May 2008 to May 2010.***

**Intersections (Credit Education
Specialists)**

- Demonstrate the ability to retain and up-sell and to facilitate the following call types: Sales, Billing, and General Customer Service Inquiries.
- Provide education of statistical analysis of a person's credit files.

**Dish Network Satellite TV (Sales
Associate)**

- Provide assistance on setting up initial accounts that include core Network Programming, Equipment and billing plans
- General Promotion with a wide variety of product offerings utilizing and fitting sales approach.

EDUCATION/SEMINARS: REFERENCES PROVIDED UPON REQUEST

Bachelors of Information Technology - *Bulacan State University - Graduated 2008*

**Certified Lean Six Sigma Yellow Belt - *Telus International Philippines/PLSSA -
2017***

***Six Sigma Green Belt - International Management Consultancy - Presently
Enrolled***