

ARIANE MAYBEL C. ANICIETE

EDUCATION

2006 – 2008 University of the Assumption
San Fernando City, Pampanga Philippines
Bachelor of Science in Nursing

2008 – 2010 College of Our Lady of Mt. Carmel
San Fernando City, Pampanga Philippines
Bachelor of Science in Nursing

PROFESSIONAL EXPERIENCE

[November 2023 –] Communication Logic – Remote/Work from Home Virtual Assistant

Workforce – Real Time Analyst (RTA)

- Monitor incoming calls, agent availability, and workload distribution in real-time.
- Tracking call queues, agent adherence to schedules, and adjusting staffing levels as needed to meet service level agreements (SLAs).

[September 2020 – April 2020] Majorel SM Clark, Clark, Pampanga Philippines

Team Manager

- Disciplinary responsibility of a team of 10-15 customer representatives
- Monitor and enhance the performance of the team in the areas of productivity, process adherence, customer satisfaction, schedule adherence and employee satisfaction and development
- Enhance the goal of quality support by providing individual coaching feedback sessions and weekly one on ones that focus on improving customer satisfaction, communication skills and technical ability
- Communicate performance related indicators to the team and back to the management
- Responsible for aligned (Quality and Operational KPIs) instructions and communications to their team
- Operational responsibility re/managing the incoming volume/ queue to meet KPIs and taking appropriate actions

[October 2015 – September 2020] Majorel SM Clark, Clark, Pampanga Philippines

Customer Support Representative – Chat/Voice/Email

- Applied basic working knowledge of systems, procedures, customers, products and processes to perform assigned functions with moderate reliance on others for direction
- Work required some judgment but is performed primarily according to standard procedures with close supervision
- Provided responsive and competent customer support within a call center environment. Ensured that all customer issues are resolved at the first instance

- Responded to customer inquiries by referring them to published materials, secondary sources or more senior staff
- Continuously worked for exceptional customer experience, resulting in high customer satisfaction scores
- Delivered and exceeded customer-specified service levels for handle time
- Learned, understood, retained and regularly updated and demonstrated product/process knowledge.
Tracked, documented and retrieved information in call tracking database

[April 2015 – September 2015] Teletech SM Mexico, Pampanga, Philippines

Training Assistant

- Prepared and presented training materials through hands on demonstrations, group discussions, lecture and supporting activities for technical, and customer service accounts both for new hire classes as well as recursive training needs
- Prepared current, relevant, interesting and challenging materials and activities appropriate to the competency being trained as well as the Line of Business (LOB) for various instructional delivery methods including: computer-based training, interactive, classroom training and written job aides
- Measured the effectiveness of training materials and curriculum using various feedback methods – Site Training Manager feedback facilitated focus group discussions and through the results of class evaluations
- Delivered performance information to Training & Service Delivery Managers of the employee both during and at completion of new hire/conversion training
- Stayed current on internal work processes, policies and procedures
- Participated and contributed to the continuous improvement of curriculum and department policies and procedures
- Formulated practical training agenda for the employees and streamlined materials/modules that were still aligned to the agenda being implemented by the Language Department

[February 2010 – December 2010] Sutherland Global Services Clark Freeport Zone, Pampanga, Philippines

[February 2011 – August 2014] Startek Angeles City, Pampanga, Philippines

[August 2014 – April 2015] Teletech SM Mexico, Pampanga, Philippines

Customer Service Representative - Phone

- Applied basic working knowledge of systems, procedures, customers, products and processes to perform assigned functions with moderate reliance on others for direction
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REFERENCES

****Available upon request*