

Judy Ann Loyola

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Summary

Dedicated experienced Trainer excited to teach classes on diverse topics. Adept at creating lesson plans and course materials, setting up spaces and conducting training sessions and assessments. Seeking to apply 9 years' experience to a dynamic, growth-oriented position

Experience

RMS Collect Phils. Inc., | Dasmarinas, City, Cavite

New Hire Lead Trainer | 06/2019 - Present

- Facilitated engaging and interactive training sessions using the adult learning principle and various active learning methods such as presentations, role-playing, and group activities.
- Developed training materials, job aids, and presentations to enhance learning outcomes.
- Created and implemented customized training sessions to equip new hires with a thorough understanding of company policies, procedures, and exceptional customer service techniques
- Conducted assessments and evaluations to measure trainee comprehension and skill acquisition
- Ensured compliance with company and regulatory requirements by maintaining accurate training records and documentation
- Monitored trainee progress and adjusted instructional strategies as needed throughout the training period
- Supervised trainees and conducted regular coaching sessions during nesting period to optimize performance prior to their transition into operational roles
- Conducted spearheaded continuing education and training sessions in operations aimed at upskilling employees, providing them with advanced techniques and strategies to enhance performance
- Participated in calibration sessions with the quality and operations personnel to ensure alignment in performance standards and expectations
- Facilitated client meetings and participated in client -focused group discussions to gather feedback, understand client needs, and to ensure that the training initiatives are aligned with client expectations

RMS Collect Phils. Inc., | Dasmarinas, City, Cavite

Floor Support - Mentor | 03/2019 - 05/2019

- Guided and supported new hires, answering questions and assisting with navigating tools and billing systems during customer calls
- Provided constructive feedback and coaching to mentees, identifying areas for improvement and providing strategies for development
- Collaborated with trainers and training supervisors to identify mentees' strengths and areas for improvement, thereby contributing to their professional growth plans

RMS Collect Phils. Inc., | Dasmarinas, City, Cavite

Customer Care and Technical Support Representative | 05/2015 - 03/2019

- Managed and resolved incoming customer calls related to inquiries, requests, and complaints about telecommunications services
- Provided exceptional customer service, actively listened to customers' needs, empathized with customers issues and emotions, and quickly offered effective solutions
- Assisted customers with service troubleshooting and resolved technical issues related to mobile phones and hotspot devices
- Managed escalation of complex technical issues to the engineering team through the ticketing system
- Scheduled and conducted follow-up sessions to provide customers with regular updates on the progress and anticipated solutions

Education

Cavite State University | Carmona, Cavite

Bachelor of Science in Business Management

Bulihan National High School

High School Diploma | 04/2012

Skills

Training Needs Analysis, Training Program and Material Development, Effective Training Delivery, Adult Learning Theories, Effective Communication, Attention to Detail, Adaptability, Team Management, Coaching and Feedback, Team Management

Languages

English, Filipino

Certificates and Training

Trainer Certification Program Level 1, Trainer Certification Program Level 2, Trainer Certification Program Level 3, Peak Performance Coaching - Certified, Trainer University Training, Adult Learning Classroom (ALC) -Client Training Program, Bootcamp - Prepaid Leadership Training Program

Achievements

Top Trainer of the Year - 2023, Trainer Certification Program Level 2 - Top Certifier, Trainer Certification Program Level 3 - Top Certifier