



Joanne Hipolito

Coach

Contact

- +63 960 839 7837
- jane_sabit@yahoo.com
- Tuding, Itogon, Benguet

Objective

To enhance productivity, convenience and accessibility by assisting users with various tasks, answering questions, and providing useful information efficiently and engaging in meaningful, natural conversations for entertainment, learning, and companionship.

Skills

- Management Skills
- Negotiation
- Critical Thinking
- Leadership
- Teamwork

Education

- Hotel and Restaurant Services
Baguio City School of Arts and Trades (TESDA) 2009 - 2011

Experience

- Coach / Account POC**
Foundever Baguio III - Publishing 2018 - Current
Part of the QPowerhouse who check the quality of property, do research and development to maintain and increase quality and meet standards, train reps, and conduct customer retention activities.
- Quality Analyst, Call Monitoring Specialist**
Foundever Baguio III - Publishing 2016-2018
Monitoring call quality to ensure world-class service through coaching and setting examples, handling supervisory calls and escalations, facilitating FOUNDEVER rollouts and updates, providing floor support when coaches are unavailable, error scrubbing for designated and other LOBs as needed, conducting OCP role plays, feedback, and call listening, and promoting proactive adherence to production floor house rules.
- CSR Escalation**
Foundever Baguio III - Publishing 2016
Monitoring call quality to maintain customer satisfaction and world-class service through coaching and setting examples, handling supervisory calls and escalations, facilitating FOUNDEVER rollouts and updates, promoting a fun production floor environment, supporting agents through call listening, coaching, and feedback for quality initiatives, and providing floor support when coaches are unavailable.
- Customer Service Representative**
Foundever Baguio III - Publishing 2015 - 2016
Provides fully integrated customer care and consistently provides positive, intelligent service on behalf of the Clients.

Trainings and Seminars

- Basic Training for Trainers
- Stress Management
- Being A Mentor
- Diversity in the Workplace
- Managing Team Metrics
- Handling Adversity
- Instant Coaching

References

Maria Bitoncol

Learning Specialist, Foundever

Phone: +63 920 398 0841

Email: mariacecilia.bitoncol@foundever.com

April Martinez

Operations Manager, Foundever

Phone: +63 956 415 2586

Email: april.martinez@foundever.com