



SIMPLICIO IAN C SISON

PROFILE

My ability to efficiently manage one's time and resources to ensure work is completed. Taking on additional tasks outside the set job roles while making sure that no deliverables are left out. Giving prompt actions and Identifying issues before they arise. My ability to set proper objectives and clear action plans for oneself and direct reports. Identifying areas for improvement and setting standards for the team. Also ability to reach goals through proper facilitation of well crafted action procedures. Supervising my role and utilizing my leadership skills to motivate staff and production teams to improve productivity and meet organizational objectives. Energetic with extensive knowledge of expense planning, budget control, and productivity strategies.

Managing and overseeing employees to ensure that they are given appropriate tasks and assignments. Manage when and how each task is performed. Also direct and oversee the output quality of the teams.

WORK EXPERIENCE

[Foundever former Site]] [Team Lead / Supervisor]

[Dates From]Nov 2017–[To June 2023]

Task:

Monitor direct inbound or outbound calls on operations, such as transportation to repair depot activities, safety performance, or device quality after device has been repaired. Participate in monthly meetings to update on inventory for device repair and parts replacement and operation issues (Call Center, Courier, Service partner vendor), Before and after devices were repaired from depot or part replacement.

Conducting at least 2 random Call Audits process per agent to identify what needs to be improved for your customer service team's performance and output quality. also included on our monthly performance report (Issue / Action plan)

Conducting team lunch or a small party to celebrate a team member who has reached a quality milestone or target is also possible. Lastly, providing a mentorship or coaching opportunity to a team member who has shown potential or interest in quality management is an effective way to recognize and reward quality achievements.

Drive and Monitor Team Performance.

Provide daily , weekly and monthly performance reports to Agents and Managers.

Provide Feedback and action plan to team sales and performance associates.

Update team Performance and Monthly Revenue Target.

Conduct team huddle, Refresher, And roll-outs to Agents.

Intervene all declined and possible sales. Handle technical and sales escalation, to prevent refund and chargeback.

I enjoy working in a team environment, and I get along well with people. In my past work experience, I implemented a system to help organize the communication between my coworkers to enhance our productivity as a team. It helped us delegate tasks more easily, which led to earlier completion dates.

CONTACT

PHONE: 971+502-643-095

EMAIL:

iansison4748@gmail.com
2021teamian@gmail.com

HOBBIES

- #1 Watching Movie
- #2 Biking
- #3 Basket Ball
- #4 Listening to any type of music
- #5 Watch or read the latest news and current events.

ACHIEVEMENTS

Top Coach for Quarter 2 (Team Lead) 2022
 Toshiba Top Sales Mentor (Product specialist) 2016
 Toshiba Top Revenue Contributor June 2015
 Toshiba Top 2 Agent June 27 2015
 Toshiba Top 3 Agent for Revenue March 2015
 Toshiba Overall Top 9 agent S1 2012
 Toshiba Out of Warranty Champion - March 19 2010
 Dell NTBT Awarded as TOP Outbound Support of the Quarter - Feb. 2008
 SITES 7th Year Employee Loyalty Award - May 19 2010
 SITES 5th Year Employee Loyalty Award -

[Sitel Philippines] [Product Specialist / SME]

[Dates From: Aug2016]–[To: Oct 2017]

Task:

As a product Specialist or SME , my ability is to set clear and high expectations for self and others. Does not settle for average performance and is able to set higher self imposed standards for performance rather than accepting standards imposed by others. Coordinate and cooperate with team mates and superiors on complex tasks.

Intervene all declined and possible sales.

Handle technical and sales escalation, to prevent refund and chargeback.

Update Team Sales Report to all Coaches and Managers.

Provide Feedback and action plan to team sales associates, Update team Performance KPI and Monthly Revenue Target.

Conduct team huddle for new sales and tech updates.

[Sitel Philippines] [Sales Mentor]

[Dates From: Nov 2010]–[To: Jul 2016]

Task:

To build harmonious work relationships among team members and co-workers. Driving sales performance among direct reports through the facilitation of appropriate mentoring methods. Creating a collaborative environment in reaching a common goal.

Intervene all declined and possible sales.

Handle technical and sales escalation, to prevent refund and chargeback.

Update Team Sales Report to all Coaches and Managers.

Provide Feedback and action plan to team sales associates, Update team Performance KPI and Monthly Revenue Target.

Conduct team huddle for new sales and tech updates.

[Sitel Philippines] [Inbound & Outbound Agent]

[Dates From: May 2003]–[To: Nov 2010]

Task:

Assist customers in Desktop [Dimension / OptiPlex] for software / hardware problems [same with the Portable Support].

Handles Printer issues (USB & Wireless Connectivity)

Create & track Dispatch for part replacement, Onsite Service & request for the system to be sent to Repair Facility / Depot.

Accurately log, update and track data. Close problems under Ownership if resolution is provided.

Ensures call quality and quantitative standards are observed in meeting customer care needs and resolving them in a timely manner.

Performs callback for status, continuation of troubleshooting & if customer requested.

May 19 2008

SITEL [formerly ClientLogic] Certificate of Appreciation in 3 yrs. of dedicated service.

Dell Certificate of Appreciation - Nov 22nd 2006

*For providing outstanding service to a Dell customer, Leading to a great customer experience.

Champion Food Curving Ricky Reyes Learning Institute – June 25 1999

CHARACTER REFERENCE

Ashley Ferriol

Operation Manager – AVG / Avast
 Foundever former SITEL Philippines
 2nd Floor Eton Cyber pod Corinthian
 Silang Building
 Ortigas Quezon City Philippines
 Contact #: 02 860-0000
 : 63+999-889-3549

Bep Castro

Operation Manager – AVG / Avast
 Foundever former SITEL Philippines
 2nd Floor Eton Cyber pod Corinthian
 Silang Building
 Ortigas Quezon City Philippines
 Contact #: 02 860-0000

Jenny Salvador

Operation Manager – AVG / Avast
 Foundever former SITEL Philippines
 2nd Floor Eton Cyber pod Corinthian
 Silang Building
 Ortigas Quezon City
 Contact #: 02 860-0000
 : 63+ 999-455-4497
 : 63+928-600-3826

[Click Support/ Inter.net Philippines] [Customer Service Rep]

[Dates From: Nov 2001]–[To: Nov 2002]

Task:

Answer general questions and provide specials or promo.
 Handles dial up connection issues [Prepaid and Postpaid account.
 Assist customers with e-mail configuration.
 Serves as a Field Technician. Supports include setting up dial connection and installation of Operating system like Windows 98,2000,ME, XP HE &Pro , WIN7
 Process and update newly applied accounts and deactivate postpaid accounts as per customer request
 Process request of Additional web space, email.

SKILLS

Microsoft Office 2007 – 2023 (MS Outlook, MS Word, MS Excel & MS PowerPoint)
 Web Designing using: HTML (Hypertext Markup Language) & Dreamweaver 8
 Adobe Photoshop
 Anti-Virus Application such as: Norton Antivirus, McAfee & TrendMicro
 Operating System: MS Windows XP Home, MS Windows XP Pro, MS XP Media Center, Windows Vista Home Basic, Vista Home Premium, Vista Business & Vista Ultimate and MS Windows 7, Windows 10 latest version 22H2, Windows 11.

TRAINING AND SEMINARS

Sitel Leadership training November 24, 2022
 Sitel Security Awareness 2011
 AutoCAD Training 2D & 3D Drafting, Plotting and Color Rendering – July 17-Oct 16 2011
 MicroCadd
 5th floor Dona Consolacion Bldg.
 Araneta Center Cubao Quezon City
 Foundation Skills Training [Toshiba] – May 2008
 SITEL Phil's Corporation
 Wynsum Corporate Plaza
 Ortigas Center Pasig City 1605
 Technical Academy Toshiba Customer Support Center – April 2008
 SITEL Phil's Corporation
 Window Vista Introduction & Support - January 2007
 ClientLogic Philippines
 Supporting Microsoft Operating Systems Training Program – August 2006
 ClientLogic Philippines
 Wireless Networking Training - May 22 to June 9, 2006
 ClientLogic Philippines
 DELL Certified Technician for the Non-time Bound Trigger Queue[NTBT] - May 2006
 Certificate represents Dell's appreciation of significant achievements in driving the customer experience and creating raving fans or loyal customers.

ClientLogic Philippines - May 2006
Click Support Team Building Activity Training - Nov 22 2002
Click Support Inc. Outsource of Inter.net Phil's
Ricky Reyes Learning Institute – June 25 1999
CERTIFICATE OF COMPLETION – Short Course Hospitality Management
SABRINA BISTRO – July 7 1999
CERTIFICATE OF COMPLETION 120 HRS ON THE JOB TRAINING
2nd Floor Le Gran Hospitality Residence
45 Eisenhower St. N Greenhill's, San Juan City

EDUCATION

AMA Computer School

Inclusive Date: Oct 2000 – March 2002
Buendia Makati City
Degree: Assoc. in Computer Technician

Southernside Montessori School

Inclusive Date: June 1994 – March 1998
Katihan, Camella Homes 4, Muntinlupa City
Degree: Secondary Diploma

Southernside Montessori School

Inclusive Date: 1990 - 1994
Katihan, Camella Homes 4, Muntinlupa City
Degree: Elementary Diploma

Philippine Christian University

Inclusive Date: 1988 - 1989
Pedro Gil Manila City
Elementary
