 ALLYN LINAO

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# Professional Summary

# Experienced Training Specialist and Customer Service Professional with over 10 years of experience in developing and implementing training programs, managing client relationships, and driving operational excellence. Adept at providing support to improve team performance through customized training solutions and skilled in delivering exceptional customer service across diverse industries.

# Proficient in Salesforce, Microsoft Office Suite, and other collaboration tools, with a strong focus on enhancing customer satisfaction and business growth.

# Skills

* Customer Service Excellence
* Training and Development
* Curriculum Design and Implementation
* Administrative and Documentation Skills
* Sales and Client Relationship Management
* Proficient in Salesforce, Microsoft Office Suite, Slack, Airtable, Google Workspace and Trello

# Work Experience

**Account Manager**

*Bruntwork Philippines | April 2024 – Present*

* Conduct regular check-ins with existing commercial customers.
* Confirm and update contact information in the CRM system.
* Identify upsell opportunities with customers.
* Coordinate with the sales team for sales opportunities.
* Handle sensitive customer information with discretion and ensure data protection

**Training Specialist**
*Manulife Philippines | June 2018 – March 2024*

* Spearheaded New Hire, Refresher, Upskill, and Cross Training programs for the 401(k) Participant Services Department in both remote and classroom settings, resulting in increase in employee productivity.
* Developed and optimized training materials, improving service quality and contributing to overall department growth
* Conducted training needs assessments and skill gap analyses, leading to reduction in performance discrepancies among transactional roles.
* Led curriculum development efforts, ensuring all training adhered to updated 401(k) recordkeeping policies.

**Client Account Representative**
*Manulife Philippines | October 2016 – June 2018*

* Strengthened client relationships through proactive communication, achieving a 98% client retention rate.
* Delivered educational sessions to clients on new product features and company procedures, improving customer understanding
* Mentored and onboarded new Client Account Representatives, improving team performance and reducing turnover

**Customer Service Representative**
Manulife, Philippines | February 2016 – October 2016

* Delivered outstanding customer service to 401(k) participants by leveraging product and service knowledge.
* Educated customers on statements, online accounts, and procedures, enhancing their understanding and satisfaction.
* Addressed customer requests with tailored recommendations, ensuring a positive experience.

**Customer Service Representative**
Telstra Mobile, Philippines | October 2014 – February 2016

* Maintained high customer satisfaction through proactive problem-solving and effective communication.
* Managed a high volume of customer calls with minimal wait times, ensuring timely resolution of concerns.

**Sales Representative – Travel Account**
Teleperformance | May 2012 – September 2014

* Achieved monthly sales targets by processing hotel reservations and capturing data using Salesforce.
* Trained and mentored new sales representatives, contributing to their skill development and performance.

**Education**

**Postgraduate Diploma in Retail and Supply Chain Management**
BITC International College Singapore | July 2024 - January 2025 (In Progress)

**Diploma in Professional Education**
Cebu Technological University Philippines | February 2018

**Bachelor of Arts in Psychology**
Cebu Normal University Philippines | March 2014