



SIMPLICIO IAN C SISON

PROFILE

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.

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.

WORK EXPERIENCE

[Foundever former Sitel] [Team Lead / Supervisor]

[Dates From]Nov 2017–[To June 2023]

Task:

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.

[Sitel Philippines] [Product Specialist / SME]

[Dates From: Aug2016]–[To: Oct 2017]

Task:

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]

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.

CONTACT

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HOBBIES

Hobby #1 Watching Movie

Hobby #2 Biking

Hobby #3 Basket Ball

Hobby #4 Listening to any type of music

ACHIEVEMENTS

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

SITEL 7th Year Employee Loyalty Award - May 19 2010

SITEL 5th Year Employee Loyalty Award - 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

[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.

[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

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

CHARACTER REFERENCE

Ashley Ferriol

Operation Manager – AVG / Avast
SITEL Philippines
2rd Floor Eton Cyber pod Corinthian
Silang Building
Ortigas Quezon City Philippines
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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
