

Noel E. Armstrong

Address: Main Street Block 10 Lot 6 Bella Vita Residences
Barangay Bangad, Cabanatuan City Nueva Ecija

Contact Number: 0993 525 7899

Skills

Strong desire and passion for developing and supporting agents to reach their full potential. Compassionate toward customers, consistently striving to resolve issues promptly and effectively.

Demonstrated leadership skills with the ability to guide, motivate, and inspire teams.

Excellent communication abilities, ensuring clarity and professionalism in all interactions.

Possess strong soft skills and a personable approach, fostering positive relationships with colleagues and clients.

Committed to continuous improvement, team collaboration, and delivering exceptional service outcomes.

Work Experience

November 2023 -Present

Access Control Security PH, Nueva Ecija - *Client Relations Specialist / Manager*

Build strong client relationships by actively interacting and collaborating with those utilizing the company's security services.

Regularly assess accounts to ensure client standards and expectations are consistently met.

Conduct monthly "heat checks" via calls and emails to confirm that all issues, concerns, and requests are being addressed promptly, reinforcing client satisfaction.

De-escalate client concerns by providing timely assurance and delivering lasting, productive resolutions.

Retain clients by resolving service gaps and addressing dissatisfaction, particularly when termination of services is being considered.

Support contract renewals by assisting clients through the process and reinforcing the value of continued partnership.

July 2022 - May 2023

Globaltek PH, Nueva Ecija – *Collections Specialist*

Specialized in outbound and inbound collection of money owed and past due from veterans.
Planned and organized a solution that would insure a secured payment from the veterans.

April 2022 - July 2022

Callnovo Ph. Inc., Nueva Ecija – *Team Leader*

Managed operations for a global e-commerce company providing gift card solutions and online property stores for luxury hotels.
Monitored agent performance, conducted coaching sessions, and identified individual strengths and areas for improvement.
Prepared and delivered comprehensive reports on team deliverables, presenting key insights to managers and clients.

August 2019 - December 2021

IQOR, Clark 2 – *Specialist / Resolution Supervisor / Team Leader*

Monitored agent progress and conducted coaching sessions to enhance performance, identifying capabilities, strengths, and areas for improvement.
Created and delivered detailed reports on team deliverables, presenting findings to managers and clients.
Collaborated with multiple teams to provide skill transfer and general operational support.
Handled escalation calls, delivering timely resolutions to client concerns.
Supported retention chat operations for one year, focusing on client satisfaction and service continuity.
Assisted the Training Department across multiple sites, contributing to onboarding and skill development initiatives.
Partnered with team leads to monitor agent statistics, driving agents toward achieving peak performance.
Worked directly with customers to collect past due bills, arrange secured payments, and schedule commitments.

February 2014 - March 2019

VXI GLOBAL, Quezon City- *TSR /Subject Matter Expert*

Provided technical support to customers for phone, internet, and TV service inquiries.

Assisted team leads in agent development by monitoring performance metrics and conducting one on one coaching sessions.

Supported the Training Department as additional guidance for nesting agents during onboarding.

Collaborated with team leads and managers to remain updated on products and services, ensuring accurate client support.