

## MILBETH MARIE C. PENALOSA

Quezon City, Philippines

+63 917-541-3883 | [milbethp@gmail.com](mailto:milbethp@gmail.com)

---

### PROFESSIONAL SUMMARY

Strategic and results-oriented BPO Leader with 20+ years of experience in training management, operations leadership, customer service, and people development within high-volume BPO environments. Proven expertise in leading multi-program operations, managing large teams, driving operational excellence, improving customer experience, and delivering business results through effective coaching and stakeholder management. Strong background in onboarding, performance management, client engagement, workforce optimization, and leadership development across customer care and shared services operations.

---

### CORE COMPETENCIES

- BPO Operations Leadership
  - Training & Development
  - People Management
  - Client & Stakeholder Management
  - KPI & Performance Management
  - Leadership Coaching & Mentoring
  - Customer Experience Management
  - Workforce & Team Management
  - Operations Management
  - Employee Engagement & Retention
  - Quality Assurance & Calibration
  - Process Improvement
  - Training Needs Analysis
  - Learning Management Systems (LMS)
  - Cross-Functional Collaboration
  - Data Analytics & Reporting
  - Change Management
  - Escalation Management
  - Project & Program Management
  - Continuous Improvement Initiatives
- 

### PROFESSIONAL EXPERIENCE

#### Accenture Inc. — Training Manager

August 2019 – April 2026

- Led end-to-end training operations across 48 BPO programs, ensuring alignment with client expectations, operational KPIs, service level agreements (SLAs), and business objectives.
- Managed onboarding and continuous learning initiatives for new hires and tenured employees across multiple accounts.
- Supervised trainer performance through coaching, calibration sessions, quality reviews, and development planning.
- Collaborated with operations leaders, clients, and stakeholders to identify skill gaps and implement targeted learning solutions.
- Utilized LMS platforms, reporting tools, and analytics dashboards to monitor learner progress, training effectiveness, and ROI.

- Designed and implemented operational training strategies that improved speed-to-proficiency, employee performance, customer satisfaction, and overall business productivity.
- Drove employee engagement and retention initiatives through mentorship, coaching, and career development programs.
- Managed multiple training projects simultaneously while ensuring compliance with operational standards and timelines.

#### **Alorica — Customer Service Team Lead**

July 2016 – July 2019

- Led and developed customer service representatives within a high-volume Telco prepaid services account, driving performance against productivity, quality, and customer experience metrics.
- Conducted daily coaching sessions focused on KPI improvement, quality standards, productivity, and attendance.
- Managed escalated customer concerns and coordinated issue resolution with senior management.
- Monitored team performance metrics and implemented action plans to improve operational productivity.
- Ensured timely completion and submission of quality monitoring reports, coaching documentation, and performance reviews.
- Partnered with clients during weekly business reviews to discuss team performance and operational improvements.

#### **Ibex Global Solutions — Assistant Manager**

October 2013 – May 2016

- Managed daily BPO operations, including employee performance, workforce management, HR concerns, attendance management, and payroll-related matters.
- Implemented agent development initiatives and ensured completion of all required training programs.
- Prepared performance reports and presented operational updates to management and client representatives.
- Worked closely with Quality Assurance teams to identify performance gaps and deliver targeted coaching plans.
- Improved team effectiveness through structured feedback, up-training, and performance management initiatives.

#### **MyOutDesk — Real Estate Virtual Assistant**

July 2012 – October 2013

- Managed real estate administrative support tasks, including MLS updates, contract creation, and transaction coordination.
- Maintained and updated client property listings, photos, and property information.
- Coordinated documentation workflows and managed electronic contract uploads through Paperless systems.
- Supported transaction coordinators by facilitating buyer and seller document signatures.
- Managed calendars and scheduling for property-related updates and client requests.

#### **EnfraUSA — Assistant Operations Manager**

January 2011 – February 2012

- Supervised new employees and ensured compliance with operational procedures and company policies.
- Monitored customer service interactions to assess technical accuracy, professionalism, and service quality.
- Collaborated with multiple departments to ensure smooth operational coordination and business continuity.
- Supported recruitment, employee supervision, performance evaluation, and workforce scheduling.
- Resolved employee performance concerns and implemented corrective action plans when necessary.

### **ePLDT Ventus — Coach / Team Leader**

September 2007 – March 2010

- Led agent development initiatives and ensured completion of required training and up-training programs.
- Managed day-to-day team performance, including attendance, productivity, and quality metrics.
- Coordinated with QA teams to identify improvement opportunities and implement coaching interventions.
- Delivered performance reports and operational updates to management and client stakeholders.

### **Inbound Buddy — Junior Supervisor**

July 2006 – September 2007

- Assisted in training and onboarding new hires on customer handling techniques and call management.
- Provided quality assurance feedback and coaching support to improve performance.
- Handled inbound and escalated customer calls while serving as floor support for multiple teams.

### **ePLDT Ventus — Customer Service Representative**

May 2004 – July 2006

- Delivered customer service support to international customers, handling billing, programming, and promotional inquiries.
- Achieved performance goals related to AHT, quality assurance, productivity, attendance, and adherence.
- Participated in continuous training and coaching programs to enhance customer handling and communication skills.

---

## **EDUCATION**

Bachelor of Secondary Education Major in Computer Technology  
University of Santo Tomas [ 2000- 2004]

---

## **TECHNICAL SKILLS**

- Learning Management Systems (LMS)
- Microsoft Office Suite
- Google Workspace
- Reporting & Analytics Tools
- CRM Systems
- Performance Tracking Tools
- Virtual Collaboration Platforms

---

## **ADDITIONAL INFORMATION**

- Extensive experience in BPO operations, customer service, and training management.
- Experienced in handling client-facing engagements and stakeholder communications.
- Strong background in employee development, onboarding, and operational leadership.