



GENEVA ANN GERESOLA

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A project coach for 6 years that keep track of key performance indicators (KPIs) across different functions.

- Created, managed, and implemented strategic tactical plans for daily operations.
- Administered performance management by diagnosing improvement opportunities.
- Carrying out supervision, call monitoring, coaching, training, disciplining, and reviewing agents' performance.
- Attending, following up and resolving customer complaints and questions.

EDUCATION

Tertiary

UST Angelicum College Inc. Quezon City
Bachelor of Arts in Communication
2016-Present

Secondary Education

Leganes National High School (Special Science Class), Leganes Iloilo 2006-2010

Primary

Cagamutan Elem. School, Leganes Iloilo
2000-2006

WORK EXPERIENCE

Project Coach

February 2022-Present

- Guide and develop people.
- Organize and deliver training programs to equip team members with necessary skills and knowledge.
- Introduce and enforce best practices to enhance project outcomes.
- Align project goals with stakeholder expectations and address any concerns promptly.

Operations Supervisor

Teleperformance, Vertis North

2019- 2022

- Guide and develop people.
- Organize and deliver training programs to equip team members with necessary skills and knowledge.
- Introduce and enforce best practices to enhance project outcomes.
- Align project goals with stakeholder expectations and address any concerns promptly.

Customer Service Representative

Teleperformance, Vertis North

2018-2019

- Answering approximately 30 inbound calls per day in a friendly and courteous manner.
- Discussing billing concern with the customer and offering possible solutions.
- Providing information on additional products and services.

CERTIFICATIONS

Salutatorian -2006

Cagamutan Norte Elem. School

Deans Lister 2016-2018

UST Angelicum College Inc. Quezon City

Best Director for Documentary

UST Angelicum Cine Veritas 2018