

Kashmir B. Lopez

Work Experience

Teletech Customer Care Management Inc. (TTEC) - Dumaguete City
Manager, Learning and Development
February 2018 – March 26, 2026

- Provide coaching, motivation and support to enhance the engagement and success of the team in attaining targets and goals
- Evaluate training and development programs
- Evaluate trainers, curriculum and processes
- Recommend and coordinate needed changes based on process analysis
- Achieve 100% of training completion goals
- Manage day-to-day training operations, processes, and reporting
- Improve the key success metrics associated with training goals
- Ensure trainees have the tools, systems, and support needed to conduct New Hire training; upskilling; cross skilling
- Monitor NH classes to ensure trainees are endorsed to Production
- Achieve LD Scorecard Goals

Vimle Universal Solutions Inc. - Dumaguete City
Manager, Recruitment and Training
June 2015 – February 2016

- Responsible for developing and maintaining a highly qualified candidate pool for the production workforce.
- Represents the company at Recruiting/ Promotional events
- Manages the delivery of training and development programs and, in a more senior role, devising a training strategy for the organization
- Attends job fairs and coordinates with headhunters/ job portal POCs to ensure that candidate pool is healthy
- Ensures that statutory training requirements are met
- Evaluates training and development programs;
- Amends and revises programs as necessary, in order to adapt to changes occurring in the work environment

Qualfon Philippines Inc. - Dumaguete City
Human Resources - Recruitment Manager
January 2015 – June 2015

- Ensures compliance of Recruitment KPI's
- Understand the needs of internal clients and provide effective resourcing strategies and solutions that match demand with well-trained and competitively priced market supply.
- Ensures 100% On time – Delivery of Headcount requirements and Proper Selection

- Organizes recruitment team activities to achieve the goals.
- Ensures the hiring of the right talent, with the right sourcing to the right position.
- Manages and leads the recruitment process and the overall utilization of Recruiters.
- Provides leadership and strategic direction for recruitment and sourcing across the region
- Works closely with various functional heads to assure departments are fully staffed.
- Explores the market best practices in the recruitment and staffing and implement appropriate best practices in the organization

SPi Global (CRM/ Content Solutions/ Healthcare) - Dumaguete City

Human Resources Talent Acquisition Manager

June 2013 – January 2015

- Directs, monitors, and coordinates work activities of personnel to ensure that Company's productivity and accuracy standards and schedules are met
- Ensure all recruitment policies, procedures and techniques are adhered to and recommend improvements
- Conceptualizes, formulates, and executes specific action plans and processes to ensure that goals and requirements are met
- Monitors and ensures that all programs/projects are cost effective and profitable by implementing guidelines/procedures resulting to the efficient use of manpower and equipment.
- Performs end-to-end sourcing and screening of applicants for managerial posts
- Conducts speaking engagements – campus talks, career counseling, etc.
- Oversees daily recruitment operations
- Monitors RFP requirements and its status
- Experiments on different recruitment tools to guarantee quality of hires and efficiency in hiring.
- Coaches subordinates on performance areas as needed

SPi Global (CRM/ Content Solutions/ Healthcare) – Dumaguete City

Human Resources Talent Acquisition – Sourcing Supervisor

June 2012 – May 2013

- Develop and create sourcing plans, requests for proposal, and other sourcing related activities
- Plan and coordinate work activities and resources necessary in sourcing applicants in accordance with cost, quality, and quantity specifications for sourcing related activities
- Negotiate agreements and agreement related duties with partner schools
- Identifies and cultivates new business relationships related to Talent Acquisition
- Interview applicants to gauge their Berlitz level and Versant score
- Visit classes to give out referral forms and participate in job fairs
- Conduct HR Recruitment Pre-screening and Job Fit interview to applicants for profiling
- Establish contacts with schools in Dumaguete City, Negros Oriental to get their graduates' database

SPi Global (CRM) – Iloilo City

Training and Development – Training Supervisor (all non-Dish INTL Accounts)

June 2010 – May 2012

- Track and measure individual and team productivity and quality results
- Direct and develop trainers to consistently, effectively motivate and lead their front line specialists
- Supervises staff of training specialists who organize and conduct training and roll out educational programs for orientation and employee development
- Supervises the activities related to New Hire especially during the ramp seasons where majority of the agents are seasonal hires
- Develops training programs for both accounts
- Determines training methods to be used, such as iTeach, iLearn, iCoach
- Researches and develops materials for profiling sales agents for the ramp season for both Teleflora and Swiss Colony
- Conducts NEW HIRE Product Training for Swiss Colony
- Facilitate Operations activities together with the Operations Manager and the Site Director for Swiss Colony
- Coordinate with clients for access to tools for all accounts

- Conducts NEW Hire English Training for Teleflora Inbound Sales/ Service/ MRPOS, Swiss Colony
- Work with Operations and Quality to identify the training needs of the different splits to implement solutions to opportunities
- Recommends changes to improve program content, and works with management to achieve corporate training goals
- Hire, train staff, evaluate employee performance, and recommend or initiate promotions, transfers, and disciplinary action
- Exhibits effective presentation skills during New Hire classes, Uptraining or special sessions with new hire trainees, regular agents, supervisors, and managers
- Help in other assignments such as the Lean Six Sigma project as a Yellow Belt
- Borrowed resource and acted as IMP Operations Supervisor during the implementation of the new account

SPI Global (CRM) – Iloilo City
Training and Development – English Training Supervisor (Dish Network)
September 2009 – May 2010

- Supervised staff of Language training specialists who organize and conduct training and roll out educational programs for orientation and employee development
- Supervised the activities related to the Language training programs, New Hire and Uptraining, for EchoStar.
- Developed training programs for both splits.
- Determined training methods to be used, such as individual or group instruction, conferences, workshops, and demonstrations.
- Researched and develops handbooks, models, and other teaching aids.
- Worked with Operations to identify the training needs of the different divisions
- Sent reports to Operations, Organization and Talent Development, Quality, and Human Resources to document progress of the incoming training batches
- Evaluated employee test scores to measure training program effectiveness and reports findings to management
- Recommended changes to improve program content, and works with management to achieve corporate training goals
- Hire, train staff, evaluate employee performance, and recommend or initiate promotions, transfers, and disciplinary action
- Exhibited effective presentation skills during New Hire classes, Uptraining or special sessions with new hire trainees, regular agents, supervisors, and managers.
- Trained agents in production for the Versant Test to achieve 100% pass rate
- Helped in other assignments such as conducting the Berlitz interview for Echostar applicants

SPI Global (CRM) – Head Office – Ayala Avenue, Makati City
Human Resources Talent Acquisition – Recruitment Specialist
August 2008 – August 2009

- Interviewed applicants to gauge their Berlitz level and Versant score
- Conducted HR Recruitment Pre-screening and Job Fit interview to applicants for profiling
- Carried out processes in the selection of agents from recruitment, training, endorsement, and placement
- Conducted English Profiling Assessments for Echostar
- Visited Jupiter ECT and PT classes to give out Groove Referral forms and participate in job fairs, as assigned
- Administered Versant Quick Screen and Versant English Test to applicants and schedule applicants for Berlitz interview
- Conducted the 3 week Near Hire Training program and identify trainees' opportunities in grammar, pronunciation and vocabulary during classroom training; give immediate constructive feedback; provide one-on-one remedial activities to address trainees' opportunities; roll out AM 101 modules and customer service modules
- Established contacts with schools in Dumaguete City, Negros Oriental to get their graduates' database, as assigned (setting up of the DGT site)
- Conducted HR Recruitment pre-screening and administration of exams to applicants in ePLDT Ventus - Dumaguete, as assigned (setting up of the DGT site)

SPI Global (CRM) – Bel-Air Village, Makati City
Training and Development - English Training Specialist
July 2007 – July 2008

- Advocated the ePLDT core value of social responsibility through the Near Hire Training Program/ Cocoon (TESDA-accredited intensive 6-week English language training program/ also seen as a Ventus Recruitment channel, providing a steady supply of English qualified applicants to fill manpower needs for Echostar)
- Main responsibility was to conduct the 6-week Near Hire Training program and identify trainees' opportunities in grammar, pronunciation and vocabulary during classroom training; give immediate constructive feedback; provide one-on-one remedial activities to address trainees' opportunities; roll out AM 101 modules and customer service modules
- Developed modules and lesson plans for English Extension Activities/ US Holidays and Train the Trainer sessions
- Admin functions included coordinating with Human Resources in sending the classlist, headcount report, no show report, and endorsement report
- Gauged trainees' performance by using prescribed rubrics that target the necessary skills and conducted the VEE (Ventus English Evaluations) and endorsed Cocoon graduates to HR Recruitment for placement
- Endorsed trainees with final scores below 75 to HR Recruitment for Screening for Domestic Accounts and endorse trainees with final scores above or equal to 75 to HR Recruitment for Screening for International Accounts
- Admin functions included coordinating with HR Recruitment POC in sending the classlist, headcount report, no show report, and endorsement report
- Gauged trainees' performance by using prescribed rubrics that target the necessary skills and conduct the VEE (Ventus English Evaluations) before endorsing them to HR Recruitment for placement
- Endorsed trainees with final scores below 80 to HR Recruitment for Screening for Domestic Accounts and endorse trainees with final scores above or equal to 80 to HR Recruitment for Screening for International Accounts
- Developed modules and lesson plans for English Extension Activities/ US Holidays, English Review Activities, and Train the Trainer sessions while observing the ESA (Engage, Study, Activate) process
- POC for the Cocoon Trainees' TR's and Allowances and submitted these to HR Jupiter Payroll
- POC for Placement Reports-Coordinate with HR Recruitment and get the Placement Reports of Cocoon graduates and include these in the Cocoon Database Management file
- POC for QA Scores and Quarterly Reports-Coordinate with Jupiter MIS and get the QA scores/ PAR of Cocoon graduates decked in Jupiter and include these scores in the Cocoon Database Management file for the Quarterly Report

Other responsibilities included the following:

- Conducted ECT classes for the Teleflora ramp, as requested
- Helped out in evaluating Echostar agents who were identified as having problems with clarity and conducted remedial classes for said agents, as requested by ECT Team Jupiter
- Facilitated VNC (Voice and Communication) calibration sessions for Echostar with operations managers, coaches, quality assurance specialists, trainers, and agents, as requested by ECT Team-Jupiter
- Served as POC during calibration sessions with the HR Recruitment Team
- Served as Buddy Trainer (Near Hire Trainer Certification) and documented observations and provided daily feedback on the Near Hire Trainer's performance and progress; observed Near Hire Trainer during training delivery to guarantee that everything is done accurately to avoid any process, knowledge, and admin incidents
- Participated in the Community English Outreach Projects: English Day and English Summer Camp (contributed to the community and helped uplift the English communication skills of the youth – in partnership with St. Andrew Parish, English by Radio, and BBC)
- Conducted ECT classes and Product Training for Simulscribe
- Conducted ECT classes in Ventus Sampaloc for 1-800-Flowers
- Participated in the Community English Outreach Project: St. Andrew Parish-English Summer Camp

CEBU GLOBAL TELESERVICES INC. – Cebu City

Lead Trainer - English Communications/ Product Trainer - Outbound Sales

February 2006 – December 2006

- Conducted the 2-week English Training program and identify trainees' opportunities in English during classroom training; provide one-on-one remedial activities to address trainees' opportunities
- Listened to calls of tenured agents in order to identify English opportunities and provide coaching
- Conducted the 2-week Product Training Program for an outbound sales account (US student loans)
- Supervised new hires during the transition period
- Conducted uptraining to existing agents

PEOPLE SUPPORT INC. – Cebu City

Sales eRepresentative

July 2005 – October 2005

- Prospect and develop new opportunities to market products and services to customers
- Close sales and produce profitable business
- Achieve monthly sales targets

ST. PAUL UNIVERSITY DUMAGUETE – Dumaguete City

Guidance Counselor/ Psychology Instructor – June 1999–June 2005

- Administered standardized exams such as the 16 PF, 14 PF, MBTI to students to help them make informed career decisions
- Administered the VAK Learning Styles Profiler to identify strengths and build on them
- Administered standardized exams such as the 16 PF, Cattell Culture Fair Intelligence Test to job applicants and prepared their Psychological Assessment
- Facilitated counseling sessions to students and employees
- Conducted workshops on soft-skills to employees
- Conducted surveys and research on feeder schools
- Conducted initial and exit interviews
- Organized school campaigns and visited feeder schools
- Establish contact with companies for placement of graduates
- Taught Psychology subjects to college students
- Made lesson plans and developed modules
- Screened and profiled academic and non-academic personnel applicants

Education

2000–2003

St. Paul University

Dumaguete City

- Master of Arts in Educational Management (completed academic requirements)

1998–2000

Foundation University

Dumaguete City

- Bachelor of Laws and Jurisprudence (undergraduate)

1994–1998

Silliman University

Dumaguete City

Bachelor of Science in Psychology

Character

References

Sherwin B. Tubog, Provincial Agrarian Reform Program Officer II

Department of Agrarian Reform Provincial Office

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