



Anabelle V. Cabañero

Operations Manager
CONCENTRIX

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Experience

15 Years of Total Experience

Oct 2020 – May 2026

(5 years 7 months)

Operations Manager

CONCENTRIX | Philippines

Industry	Call Center / IT- Enabled Services / BPO
Specialization	Customer Service / Billing / Sales
Role	Operations Manager

Job Description Summary:

The Operations Manager is responsible for coaching and supervising a group of Team Leaders. This position is also responsible for ensuring Client Service Level Agreement and financial expectations are achieved.

The OM functions as Program Leader (LOB of 180-200 FTEs).

Essential Functions/Core Responsibilities:

*Analyze and maintain all Client Service Level Agreements; implement improvement plans as needed

*Maximize revenue generation to reach long and short term financial projects (i.e. data collection for billable/non-billable hours, forecasting, budgeting, etc.)

*Responsible for selecting, training, developing, and managing performance of direct reports and their associates; including planning and assigning work for staff in accordance with the organization's policies and applicable legal requirements

*Manage and review operational reports (Attendance adherence, PFP, Client scorecard, Metrics management reports)

*Create and maximize relationships with client partners

*Provide leadership and guidance to direct reports to ensure consistent administration of company policies and standards; define and implement any corrective actions needed to meet operational performance

*Conduct regular one-on-ones with direct reports to review individual performance, the performance of their team and offer on-going developmental coaching

*Create a positive work environment through employee engagement; resolve employee relation issues in a professional and timely manner

*Participate in cross functional meetings to review information received from operational

support functions - Training, HR, Quality, WFM, TA- and partner to define action plans that resolve issues and drive continuous improvement

*Implement best practices and over-deliver for clients, drive consistent performance, evaluate staffing needs, with input from BD and Client and adjust meet changing requirements

*Attend business reviews with the senior leadership / client

*Handle a team of Team Leaders

Nov 2016 – Sep 2020

(4 years 10 months)

Team Leader

Convergys Philippines Services | Central Visayas, Philippines

Industry	Call Center / IT-Enabled Services / BPO
Specialization	Customer Service / Billing / Sales
Role	Supervisor / Team Lead

*Effectively interact with team members that have diverse backgrounds and temperaments, while demonstrating a genuine interest in team members, maintaining open lines of communication with team members and being an advocate for team members.

*Coach team members on their performance on a regular basis and write and deliver bi-annual performance appraisal.

*Communicate positive as well as negative feedback, adapting coaching styles depending on the situation and audience, providing feedback that is specific and constructive and encouraging all team members in incremental performance improvement.

*Consistently monitor team to proactively identify potential problems and with guidance ensures appropriate parties are engaged through to resolution.

*Develop relationships within the supporting business units to help resolve issues related to team members (e.g., Human Resources, WFM, Quality, etc.).

*Through coaching, ensures Agent metrics are achieved, i.e., PTV, Schedule Adherence, Attendance.

*Able to take end-to-end ownership of employee issues that require liaison with others.

*Use and promote Company recognition programs and understands the direct correlation between recognition and retention.

*Demonstrate skills at analyzing trends and assist in creating action plans that determine a solution.

*Demonstrate teamwork by supporting and assisting other Team Leaders as necessary.

*Effectively use business standard oral and written communication skills daily.

*Using developed communication skills participate in recruiting efforts, attend calibration sessions, participate in conference calls, etc.

*Demonstrate flexibility by working varying shifts and responding to unanticipated events.

*Maintain phone skills while applying knowledge to day-to-day project experiences.

*Responsible for day-to-day functional supervision of non-exempt work group, including work

assignment and attendance monitoring; providing input into selecting, training, developing, and completing performance appraisal of work group(s) in accordance with the organization's policies and applicable legal requirements.

Dec 2013 - Oct 2016
(2 years 3 months)

Subject Matter Expert
STREAM | Philippines

Industry Call Center / BPO
Specialization Customer Service / Billing / Sales
Role Support

*The SME provides floor support, learning sessions, coaching & feedback to agents (Subject Matter Expert).

*Assists in driving metrics of the team

*Monitor closure of service levels regularly.

*Supervise team in the absence of the Team Leader.

*Monitor performance and quality scores of the team.

*Take production calls as well as escalated calls.

May 2011 - Nov 2013
(2 years 6 months)

Customer Service Representative
STREAM | Philippines

Industry Call Center / BPO
Specialization Customer Service / Sales / Retention
Role Customer Service Associate

*Receive calls from customers AOL related issues.

*Troubleshoot/ resolve customers issues / reason for calling.

*Save customers from cancelling their accounts with AOL (retention).

Education

2008

University of the Philippines – Cebu College
Bachelor of Arts in Psychology | Philippines

Major Industrial Psychology

Character Reference

AV Zapanta

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