

# JAMES AMIT

## CONTACT

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- BGC Taguig City
- Articulate 360 Output Demo

## EXPERTISE

- Curriculum Development
- Instructional Design
- Time Management
- Classroom Management
- Facilitation
- Coaching and Mentoring
- Assessment and Evaluation
- E-learning Development
- Blended Learning
- Microsoft Office Suite
- Adobe Photoshop
- Articulate 360
- Articulate Storyline

## EDUCATION

### Senior Highschool

2013-2017

### Oriental Mindoro National Highschool

Honor student of Humanities  
& Social Sciences.

### College

### Southwestern College of Maritime & Business Technology

2017-2019

BS Marine Transportation  
(undergraduate)

## LANGUAGES

English



Filipino



## PROFILE

- 5 years of experience in the corporate industry.
- 4+ years of training experience in the contact center industry.
- Proven ability to develop and deliver effective training programs.
- Expertise in a variety of training methodologies, including classroom instruction, e-learning, and blended learning.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Have a strong record of training and achievements
- Have intermediate understanding of Edgar Dale's Cone of Experience, Gagne's Nine Events Of Instruction, Kirkpatrick's model, Bloom's Taxonomy, ADDIE, and DMAIC Methodology.
- Proven expertise in curriculum development and resource creation.
- LSSYB Certified

## WORK EXPERIENCE

### Acquire BPO

TelCo, Energy, and Gas Company

Feb 2025 - Present

#### Instructional Designer

- Designing and Developing curricula for complex systems and procedures related to telecommunications infrastructure, energy distribution, and gas pipeline operations.

### Hexaware

Magazine Services

Sep 2024 - Feb 2025

#### Training Lead

- Demonstrated strong project management skills by leading the development of a live workbook, improving team efficiency and resulting in a 5% improvement in operational performance.
- Exhibited excellent collaboration and communication skills by liaising with the Assistant Manager to plan and execute successful training bootcamps.
- Proven ability to analyze existing training materials and develop innovative solutions to enhance learner outcomes.
- Leading the team in program engagement and development.

### ePLDT

Consultant (Project-based)

May - July 2024

#### Training Specialist

- Created a **SessionLab** library featuring icebreakers and wellness activities to enhance participant engagement.
- Designed the **Work-Love Language** test sheet to promote effective communication within teams.
- Authored **English 101** training modules to improve communication skills.
- Developed **Training Fundamentals** curriculum to equip existing trainers with essential facilitation skills.
- Conducted resource improvement and feedback sessions for existing trainers, fostering continuous development.
- Facilitated training workshops, providing trainers with practical strategies and techniques.
- Completed and refined pending documentation for an existing DICT project.
- Participated in the planning and execution of the M365-FLI Caravan, contributing to successful program rollout.
- Liaised with external training providers, collaborating on the effective delivery of Microsoft M365, Google Workspace, and Contact Center as a Service (CCaaS) training programs.

### Concentrix

Largest Social Media Platform [Non-voice]

2022 - 2024

#### Senior Trainer I

- April 2022 to May 2024
- Developed strategic plans for all training needs, ensuring alignment with operation objectives and client needs.
- Supervised and coached a team of trainers, providing ongoing guidance, feedback, and professional development opportunities.
- Served as the Point of Contact (POC) for two Lines of Business (LOBs), effectively managing communication and collaboration across different teams.
- Led the development of the Agent Lifecycle Playbook reports, providing a comprehensive framework to track and measure trainee progress.
- Spearheaded the creation of a training simulator, an innovative tool to provide realistic scenarios and practice opportunities for social media campaign implementation.

## COMMUNITY CAMPAIGN AND SERVICES

- Theater artist and culture advocate at LIKHANDULA International Exchange and Collaboration for Arts [Artist Inc.].
- Community coordinator of Outreach Program 2017 in Victoria Oriental Mindoro.
- 2016 Mina De Oro anti-Mining Campaign with Mrs. Gina Lopez [DENR].
- Community coordinator for Calapan City **Home for the aged** outreach program 2016.

## TRAINING AND CAREER DEVELOPMENT

### ISearch Plus & TESDA 2019

- Contact Center NCII certified.

### Calapan City Accounting Department 2019

- Community Budget Training Certified.
- Community Leader Certified.

### Concentrix Supervisor Training

- LEAD Certified 2019
- FS2 Certified 2019
- Evolve certified 2022
- CET Master certified [voice and non-voice] 2022
- CEET Certified for Non-voice 2022
- Scaled Language Certified 2023
- GROW Coaching Certified 2022
- Yellow Belt LEAN Six Sigma Certified 2022
- You On The Grow [Annual Leadership Training] 2023

### Concentrix Management Training

- 4 Discipline of Execution Certified.
  - Derived from the actual book of Franklin Covey "The 4 Discipline of Execution".
- 5 Dysfunction of the team Certified.
  - From "The Five Dysfunctions of a Team: A Leadership Fable" by Patrick M. Lencioni.

### Process Doctor Academy

2024 LSSYB Certified  
21st Century Executive Toolkit

- Leadership Essentials Certified
- Management Essentials Certified
- Productivity Essentials Certified
- Leadership and Management Certified
- Servant Leadership Certified

### Complimentary Courses Certified

- Attitude of Gratitude
- Best Version of You
- Make It Happen
- The Power of Positive Thinking

[Click here to see certificates](#)

- Designed a Nesting performance evaluation system, providing a multi-layered approach to assess individual and team effectiveness, ensuring immediate positive impact to Operations metric.
- Played a pioneering role as a Trainer II for Social Media Campaigns, spearheading training initiatives across all four lines of business within the company.
- Responsible for creating a wide range of training resources including Workplan, trackers, PIP materials and more.
- Recognized as a CNX Quarterly Rockstar awardee for Trainers.
- Successfully conducted over 20 new hire training classes, achieving average throughput rate of 97%.
- Mentored Program Ready Trainers (PRTs) through , providing guidance and support in developing their training skills and certified them through Observation, Co-Faci, Solo.
- Monitor trainee's 30,60,90 or PAMM performance and provide effective approach to the Team Leaders to address weaknesses.

### Financial & Tax Preparation Campaign

2021 - 2022

#### Trainer II (Back-to-Back Classes)

- From January to March 2021 (Q1 seasonal ramp)
- From October 2021 to March 2022 (Q2 seasonal ramp)
- Achieved Client Trainer certification for two quarters, demonstrating expertise in delivering financial and tax preparation training programs.
- Designed and delivered efficient back-to-back training classes, ensuring effective knowledge transfer within compressed time-frames. Utilized engaging methods like:
  - Varied Activities: Combining lectures, discussions, role-playing exercises, and interactive quizzes to cater to different learning styles and maintain focus.
  - Digital Learning Tools: Incorporated gamified learning modules using platforms like Kahoot! and quizzes to boost engagement and knowledge retention.
  - Developed and delivered training programs on financial products, tax preparation processes, and client service protocols.

#### Team Leader in Training (Interim for the season)

- From March 2021 to October 2021
- Led two separate teams during the US tax preparation season (e.g., busy season, peak filing months).
- Monitored team performance, identified areas for improvement, and implemented strategies such as SMARTER method in coaching to set goals and address opportunities.
- Consistently conducting RCA address opportunities for individual team members. Implementing Positive Reinforcement and Consequence management to address productivity of the team.

### Retail/Sales Account

2019 - 2020

#### Team Leader in Training (Interim)

- From October 2020 to January 2021
- Led a sales team of 20 staff during a period of holiday season. Monitored team performance, identified areas for improvement, and implemented strategies such as SMARTER method in coaching to set goals and address opportunities.

#### Program Ready Trainer (Back-to-Back Classes)

- From July to October 2020.
- Prepared new sales staff for success by delivering comprehensive training programs about Company's standard products, services, and sales methodologies.
- Designed and delivered efficient back-to-back training programs for new sales staff, ensuring effective knowledge transfer within compressed timeframes.
- Achieved a 96% trainee throughput rate, ensuring all participants successfully completed the program and were prepared for their sales roles.

#### Subject Matter Expert

- From January to July 2020.
- Served as a Subject Matter Expert (SME) for a retail account, demonstrating exceptional product knowledge and becoming a trusted resource for staff and customers across two site locations, Makati and Alabang.

#### Customer Service Advisor I

- From August 2019 to January 2020.
- Retail/Sales Account.
- Achieved outstanding results as a Sales Advisor, consistently exceeding sales targets by 15% and ranking amongst the top 5 performers in the team in monthly basis.
- Leveraged strong customer service skills and in-depth product knowledge to build rapport with customers and drive sales.

## Local Government

### Document attendant

2018 - 2019

- Accounting Department of Calapan, Oriental Mindoro City Hall.