JOSEPH S. LIM

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Results oriented leader with comprehensive business and technical background

SUMMARY OF QUALIFICATIONS

- Customer Focus, Customer Service, Verbal Communication, Informing Others, Process Improvement, Problem Solving, People Skills, Teamwork, People Management, Project Management, Workforce Management, Managing Processes, Emphasizing Excellence.
- 20 Years Managerial experience in the IT industry, 6 Years experience in the Call Center industry, 5 years experience in training and development of technical and financial accounts
- Demonstrated ability to resolve problems, dedication towards customer experience and deal with ambiguity with positive morale and immediate execution.
- Excellent communication, interpersonal, organizational, and leadership skills and exceptional versatility with the ability to manage multiple tasks in a pressured environment
- Extensive experience in People Management and Leadership in the Call Center Industry.
- Familiarity with the Labor Code and other laws of the Philippines.

SKILLS

- Communication and Professional Skills Training, Sales Training, Customer Service Training, Hardware and Software Training, Training Design and Administration, Adult Learning Principles, Trainee Feedback and Coaching, Training Needs Assessment, Strategic Planning and Process Map designing.
- Able to support multiple applications in various environments such as pre-production and production
- Experience in Customer Support, problem solving and end-to-end troubleshooting of applications
- Knowledge in Oracle PL/SQL, XML and HTML
- Experience in Unix and Windows environments
- Familiarity in Change Management Process
- Knowledge of Financial EDI (X12, ANSI and EDIFACT) and Enterprise process
- Experience with IP communication protocols like FTP and SSH
- Knowledge in Visual Basic, Foxpro, C, C++, HTML, assembly, Cobol programming languages.

PROFESSIONAL EXPERIENCE
Regional Production Support Services Senior Manager
Chubb Business Services (CBS) -January 10, 2016 to Present

- Works in close conjunction with the top management and team to ensure organizational employees are working at their optimal best practices.
- Prepares progress and budget reports for upper management.
- Manage day to day operations and overall performance. Ensure compliance to client and company requirements. Driving results that meet and exceed expectations.

- Manage Profile Admin, Aveksa, Service Desk and Application Support and overall SLAs of the team.

- Review reports, record, and data to ensure that all quality, efficiency, and productivity standards and targets are met.

- Set operational goals and business objectives. Translates these goals into actionable items from Senior Management down to Operations Supervisor level.

- Assist the IT HEAD in developing long term strategies including ongoing needs, assessment, and feedback from Business Operations, Training and Quality Monitoring processes.

- Conduct site/team performance reviews, analyze root cause, and provide recommendation and action plans to address performance gaps at any level, in collaboration with the Site Operations Director and management team.

- Closely monitor Workforce Management in terms of line requirements, schedule adherence, meeting staffing lines, recruiting goals as the business requires; etc. and executes necessary decisions.

- Ensure that all parties and departments are executing and meeting the expectations set by the Business and in-country leaders in terms of other Operational Performance Management functions specific to Applications testing/deadline, on and off boarding request etc.

- Work with the Business Leaders and Management, Quality, Training and Recruiting to make sure operations conform to all guidelines and quality standards set.

- Collaborate with HR Head in leading the engagement team, organizing site events and activities to ensure employee engagement, boost employee morale and improve overall employee retention.

Regional Application Support Manager
ACE Insurance - July 29, 2013 – January 10, 2016

- Works in close conjunction with the top management and team to ensure organizational employees are working at their optimal best practices.
- Generates weekly and monthly reports on customer support issues. Develops metrics and templates to evaluate technical support issue response times and solution solving skills of the team.
- Develops training frameworks and programs to help my team keep updated about new industry practices.
- Helps in the preparation of department budgets and business plans and also plans for hiring new recruits.
- Designs Company Processes and documents policy and procedure changes.
- Attends SWAT call on a weekly basis to address the operations disruption.
- Attends calibration meetings to ensure that my team is aligned with the company processes.
- Draws up specific schedules for Application Support team.
- Monthly and quarterly planning.
- Participate in mid-level client interaction
- Performs other related duties and assignments as required and as assigned by the IT Head
- Provides support to end-users in diagnosing, resolving or escalating problems experienced with proprietary web-based software applications.

- Addresses complicated support issues that are escalated to me by team members.

Application Support Manager
GXS - February 18, 2008 – July 10, 2013
- Works in close conjunction with the top management and team to ensure organizational employees are working at their optimal best practices.
- Generates weekly and monthly reports on customer support issues. Develops metrics and templates to evaluate technical support issue response times and solution solving skills of the team.
- Develops training frameworks and programs to help my team keep updated about new industry practices.
- Helps in the preparation of department budgets and business plans and also plans for hiring new recruits.
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- Addresses complicated support issues that are escalated to me by team members.

Senior Training Analyst
DELL International Services Philippines - January 3, 2006 – February 10, 2008
- Use professional concepts and company policies to solve routine problems.
- Delivers high value professional and skill based training.
- Assess applicability of course materials.
- Instructs participants in classroom and/or group sessions.
- Develops programs and practices to identify developmental needs.
- Prepares curriculums including method, media, and documentation to be presented.
- Develops concise content, methods, and materials for training staff.
- Coordinates specific activities for employee training and development programs.
- Maintains records of customer training to provide accurate information for self-maintenance certification.
- Exercises judgment within broadly defined practices and policies in selecting methods, techniques, and evaluation criteria for obtaining results.
- Develops and delivers class room training
- Develops and implements methods for evaluation of program effectiveness, evaluate the delivery of training, modify program based on feedback.
- Amends and revises the training programs as necessary in order to adapt to the changes occur in the work environment.
- Attending calibration meetings to determine the trainings needed on the floor.

- Designing curriculum based on the requirements given by the senior managements.
- Plotting the trainers schedule and assigning their respective modules/tasks.
- Producing training materials for in-house courses.
- Evaluating training and development programs.
- Attending 1 X 1 meeting with the training manager to discuss my plans and the areas of opportunities.
- Monitoring and reviewing the progress of trainees by checking their individual scores and discuss it with their respective managers.
- Conducting weekly meeting together with the other trainers to discuss the SWOT.
  Supervising the Trainees graduation and make sure to recognize the individual performer. Conducting Training " Train the Trainers" for the other trainers to help them develop their technical

Technical Support Manager
SITEL Philippines - October 2004 - October 2005

- Handles all executive escalations of key/non-key accounts. Frontend to explain technical problems & solution possibilities for difficult customers with challenging expectations (often escalated due to product/service/technology limitations)
- Establishes relationships have regular scheduled interlocks with other technology teams & partners that impact the technical support (e.g. tool content teams, DSP regional champs, product group, Sustaining Quality, IPS/Engineering team, PQE/FQE/SPQ team at the site and regional levels; 3rd party collaborative partners)
- Participates with Frontline Technical Support Managers to determine focus areas for technical improvements, based on research & analysis of data & performance trends
- Ensures that the team conducts technical assessments, publish scorecards and facilitate refresher training sessions
- Drives for results on warranty cost metrics and technical metrics with a board view of business priorities at site level & regional level
- Drives process improvements using 6-Sigma/Lean BPI approaches
- Excel at recognizing internal/external customer's needs & expectations and constantly evolve strategies to handle them.
- Ensures that Level 2 specialists regularly performs technical quality audits, provide feedback to the frontline agents and enhance performance & behavior
- Excel at tolerance for processes and people across the organization
- Take responsibility of creating meaningful "Individual Development Plans" (IDP), work with HR to develop career paths
- Set annual performance goals, perform annual performance appraisals, pay planning.
- Coaches the team members meet their performance goals and achieve results through mentoring/feedback sessions
- Conducts regular reviews with the team and reporting manager to performance to the expected levels of excellence
- Develops and maintain a self-sufficient Level 2 technical support specialist team that are willing to support, demonstrate initiative and stay self driven

Technical Support Manager
VERVE Contact Solutions -September 2003 – October 2004

- Provides hands-on assistance in case of problems, both, through direct intervention and
- Mentoring.
- Point of contact with the team and the senior management through effective communication on key deliverables and soft issues.
- Ensures quality reporting and work with Operations Manager to build a highly effective measurement and reward systems based on empirical data
- Assists in scheduling and time management.
- Periodically interact with the middle and senior management of our client companies Embody the spirit of excellence through team building, able leadership and sound man-management skills.
- Directly responsible towards fostering the development of your team by motivating them and ensuring career advancement and a long-lasting and fruitful relationship of the team with the Company through feedback and counseling
- Develops strong inter-personal relationships with the team to cohesively bond them together with the Company and integrate them with the vision and core values.
- Provides support to the team by acting as the first line of escalation of customer related queries to accomplish the goal of providing exceptional customer experience.
- Facilitated product trainings for new hires with an average yield of 95% and above average trainee effectiveness on their initial two months of production after training.
- Spearheaded advance training for L2 agents independently that saved the company approximately $6000 by conducting the training locally instead of having it abroad wherein I will be closely monitored by the client. Projected result from original training method was surpassed with the new process.
- Monitored progress of trainee knowledge, accuracy and process controls and provided structured feedback and coaching to trainees that significantly improved performance in terms of lowered AHT, higher CSAT and better quality audit results.
- Designed supplementary training materials, refresher courses and other skill enhancement trainings that closed gaps between training and business targets.
- Directly coordinated with US business clients regarding training performance, future training needs and recommended training process improvements that earned commendation from the clients and higher management

Technical Support Manager/Operations Manager
ACC Computers -April 2000 – January 2006
- Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
- Develops call center systems by developing customer interaction and voice response systems, and voice networks; designing user interfaces; developing and executing user acceptance test plans; planning and controlling implementations.
- Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and

analyses; managing system and process improvement and quality assurance programs; installing upgrades.

- Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Meets call center financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
- Maintains equipment by evaluating and installing equipment; developing preventive maintenance programs; calling for repairs; evaluating and implementing upgrades.
- Maintains professional and technical knowledge by tracking emerging trends in call center operations management; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Report to the Service Business Unit (SBU) Manager, and act as point-of-contact for US-based managers and the Client.
- Work with management team (Team Managers and Team Supervisors) in ensuring optimum call center performance and that client metrics and expectations are met.
- Enforce a company culture that thrives on the principles of integrity, honesty, trustworthiness, respect, dependability, and responsible corporate citizenship.
- Identify and implement efficient business practices that enhance the productivity and quality of operations.
- Create and interpret reports for the division managers and the clients
- Maintains and develop a group of highly skilled technical resources ensuring the appropriate training and tools were available.
- Led and responsible for day to day production support proactive and reactive problem management.
- Monitors call and ticket handling processes to ensure SLA's were met or exceeded
- Monitors problem escalations through analysis of incident and problem tickets, postmortems, and monitoring alerts in order to ascertain trends and predict/isolate anomalies so that proactive corrective steps could be taken.
- Ensures 24x7 availability of support using employees in all global regions.
- Met with customers as needed to discuss production issues and improvement plans.
- Provides high-level services to analyze client business processes and recommend strategies to enable or expand e-commerce solutions.
- Droves continuous service improvement based upon quality metrics and customer feedback.
- Advises customers on how to create business processes that integrate unique business rules with the EDI translation, providing comprehensive, start-to-finish processing for standard business documents.
- Provides critical knowledge to an implementation by understanding the technical requirements and tools necessary to implement, upgrade, administer, and extend designed software.

Department Head – College of Computer Studies /Instructor
AMA Computer University -January 2001 – September 2003

As Department Head
- Provides leadership in developing, implementing, and maintaining curriculum and programs that respond to community needs, prepare students for success.
- Works with the appropriate School Director to ensure consistent application of administrative rules in academic areas.
- Supervises and evaluates the Computer Science Teachers.
- Oversees interview/hiring committees and recommends full-time faculty appointments to appropriate School Director and Computer Science Department Dean.
- Approves regular and overload teaching assignments of all full-time faculty and prepares contracts as per administrative rules, ensuring compliance with Board policies and administrative rules.
- Oversees faculty evaluation as per College administrative rules and completes administrative input form as required by the faculty evaluation process.
- Oversees the approved instructional and operating budgets for assigned areas and functions.
- Coordinates course schedule development with appropriate college personnel.
- Coordinates class cancellation with appropriate college personnel.
- Certifies Department Chairs as eligible for re-election based upon an evaluation of performance of duties.
- Assists in the development of articulation agreements with other colleges and universities.
- Prepares/oversees the preparation of required reports, including budget recommendations, student follow-up, release time/stipend reports, faculty LEH, and accreditation reports.
- Provides leadership to ensure continuous quality improvement in all courses and programs.
- Monitor schedule of faculty office hours and teaching assignments.
- Acts as on site reference point to review or solve student and faculty problems referred by the departmental task force chair/program coordinator.
- Initiates and manages special projects and assignments.

Programmer Analyst
Andersen Consulting -November 1998 - April 2000

Programmer Analyst
SPI Technologies Inc. -June 1998 - November 1998

Programmer Job Purpose: Creates and modifies computer programs by converting project requirements into code.
Programmer Job Duties:
- Confirms project requirements by reviewing program objective, input data, and output requirements with analyst, supervisor, and client.
- Arranges project requirements in programming sequence by analyzing requirements; preparing a work flow chart and diagram using knowledge of computer capabilities, subject matter, programming language, and logic.
- Encodes project requirements by converting work flow information into computer language.
- Programs the computer by entering coded information.
- Confirms program operation by conducting tests; modifying program sequence and/or codes.
- Prepares reference for users by writing operating instructions.

- Maintains historical records by documenting program development and revisions.
- Maintains client confidence and protects operations by keeping information confidential.
- Ensures operation of equipment by following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Reviews the source code and correct the bugs to ensure that the program was Y2K compliant.

EDUCATION

- **ARELLANO University School of Law** - June 2009 – April 2016
  Taft Avenue Corner Menlo St. Pasay City, Pasay City,
  Juris Doctor (JD)

- **AMA Computer University** - June 1989 – September 2002
  - Superhighway Bangkal Makati City, Metro Manila
  B.S. major in Computer Science

AWARDS AND RECOGNITIONS
- Awarded by **Michael Dell** as one of the Top 3 employees who have provided an excellent Customer Experience.
- Team Contributor for the Month of October 2007.
- Individual Contributor for the Month of July 2007
- Passed the Trainers Certification conducted last May 22-25, 2006 at Dell Pasay site.
- **Number 1 agent** for the month of May 2006.
- Promoted as a Technical Trainer - May 2006
- Perfect Attendance Awardee for Q1 - May 2006.
- Awarded as a "**GREEN ALERT CHAMPION**" for Q1 FY07. - May 2006
- **Number 1 agent who got the highest score (98.95%)** from QMT for the month of April.
- One of the Top 3 agents who was awarded for **GREEN ALERT CERTIFIED by Michael Dell** - March 2006
- One of the Top 9 agents who was awarded for being the **REASON** why customer choose DELL - February 2006

SEMINARS AND TRAININGS ATTENDED
- Change Management Training Guide, *April 22, 2010*
- AI Fundamentals, *November 16 - 20 2009*
- Performance Management - *May 27, 2009*
- People Management – *May 26, 2009*
- Enterprise Training *March 31 – April 4, 2008*
- Basic Enterprise 7.6 – March 31 – *April 3, 2008*
- Trainers Certification, DELL Pasay Site – Cebu, *August 2007*
- DOC Training, DELL Pasay Site – Luzon, April 04 – *April 30, 2007*
- Trainers Certification, DELL Pasay Site – Boracay, *February 2007*
- ABUCC Process Training, DELL Pasay Site – Mindanao - *September 18, 2006 – September 30, 2006.*
- Trainers Certification, DELL Pasay Site – Cebu, *May 23-26, 2006*

- CTS DHT Training, DELL Pasay Site – Luzon, *January 3 – February 10, 2006*
- iCarnegie training through WEBCAST, AMACC Las Piñas, *August, 2003*
- Teaching Methodology, REX Publishing, AMACC Las Piñas, *July, 2003*
- WebPage Design, PC Assembly and Troubleshooting, and Networking Seminar, AMACC Las Piñas, *May, 2003*
- 1st AMA CU National Research Conference, UP Diliman, *September 23, 2002*
- Responding to Issues and Trends in Mechatronics, EDSA Shangri-la *September 24, 2002*
- Visual Basic Seminar, AMACC Pasig City, *March 6-8, 2002*
- JAVA Programming Seminar, Overall Chairman, AMACC Las Piñas, *August 3, 2002*

CERTIFICATIONS
- ITIL Certified 2018
- Microsoft Certified Professional
- Microsoft Certified Desktop Support Technician
- Dell Certified Technical Trainer
- Dell Advanced Resolution Expert
- Dell Certified System Expert for Dimension and Portable Systems

REFERENCES
- Available upon request.