

A highly motivated with experience in maintaining the overall performances of diverse people in a large-scale organization. Works well in a dynamic team and proven diagnostic ability with attention to detail and able to efficiently multi-task.

SUMMARY OF QUALIFICATIONS

- Knowledge in Object Oriented Programming C#, JavaScript, AJAX, JSON.
- Knowledge in Database management using Oracle SQL.
- Knowledge in Web Application development using HTML, CSS, JavaScript, MongoDB, Express, Angular and NodeJS.
- 6 years' work experience as People Manager in the customer service industry.
- Green Belt Six Sigma Trained.
- Extremely productive in a high volume and high stress environment; strong analytical and problem-solving skills.
- Proficient in MS Office and Internet applications.

EDUCATION

Software Engineering Technician

Jan 2022 – April 2023

Centennial College, Progress Avenue, ON

- *Currently maintaining a GPA of 4.05/4.5*

Diploma – Computer System Design and Programming

June. 2006 -

Apr. 20208

AMA Computer Learning College - Philippines

WORK EXPERIENCE

Overnight Retail Store Associate

Feb. 2, 2022 - Present

Walmart East, Ajax, ON

- Preparing the sales floor for store opening.
- Setting, merchandising, and signing features.
- Completing live unloading of other types of merchandise.
- Pulling pallets of merchandise to and from the sales floor for overnight processing.
- Assisting in stocking the sales floor as assigned and providing customer service if necessary.
- Label the sales floor for store opening.
- Contributes to a safe, clean and hazard free work environment through adherence to Company policy and procedures, including the completion of safety sweep logs and ensuring displays and fixtures are secure.

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Team Manager (Bell Mobility)
Quantrics Enterprise Inc. Naga City Philippines

October 2019 – Dec. 2021

- Manage a team of 15 customer service representatives and ensure that all key metrics of performance for Bell Mobilty account are met and exceeded.
- Manage performance and responsible for the overall development of the team.
- Act as a first level of escalations, answering supervisor calls for customers with complex concern.
- Conduct regular one on one coaching, team meetings and rewards and recognition to enhance performance.
- Analyzing individual and team performance and responsible for initiating SMART action plan to address performance challenges.
- Complete administrative duties according to established company procedures, maintaining customer files and managing e-mail communications.

Team Manager (Uber)
Concentrix Dasksh Philippines Services, Metro Manila, PH

November 2016 – Jul. 2019

- Manage a team of 15 customer service representatives and ensure that all key metrics of performance for a ride sharing account are met and exceeded.
- Responsible for daily, weekly and monthly reporting to client as per their performance requirement.
- Provide and initiate innovative rewards and recognition activities for enhancing team performance.
- Recognized by management as a Top Team Leader for 9 months during employment.
- Received a Circle of Excellence award for the significant contributions to the program growth.

Subject Matter Expert (Uber)
Concentrix Dasksh Philippines Services, Metro Manila, PH

May 2015 – Oct. 2016

- Act as a first level of escalations of complex concern for a ride sharing account.
- Responsible for rolling out product and process related updates.
- Act as a Supervisor in the absence of the Team Leader.

Customer/Technical Service Representative (Apple)
Concentrix Dasksh Philippines Services, Metro Manila, PH

Aug. 2010 – Apr. 2015

- Professionally greeted customers and processed account transactions in a timely and efficient manner.
- Answered all calls promptly and professionally to address customer inquiries and concerns
- Promoted new products and services by upselling and recommending to customers.
- Maintained composure and professionalism when under pressure.