

Bryan Guillermo Tabar Barrera

Distrito Nacional, Dominican Republic

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Cell: 829-915-8038

Profile

A passionate individual who strives to exceed the standards of the task given upon himself. Displays leadership skills, dedicated and able to work in different environments.

EDUCATION

2015- Current **Industrial and Organizational Psychology**
Universidad Autónoma de Santo Domingo (UASD)

WORK EXPERIENCE

2011-2012

Name: Vixicom LLC

Role: Supervisor

Description::

- Development of personnel.
- Quality monitoring of the personnel in operations
- Creation of Recursive Modules based on Operational Gaps.
- Interview of the candidates for diverse projects.
- Capable of applying performance management concepts in the campaign..
- Development of Back up material for operations & training.
- Preparation of training Agenda
- Capable of delivering training pertaining to different industries (sales, chat, CS, Tech Support)
- Capable of developing training material along with assessments with goal-oriented results
- Effective communication skills
- Foresees production needs.
- Works efficiently in regards to cross departmental projects
- Works well under Pressure
- Capable of applying performance management concepts in the production floor.

2012 – 2014

Name: Vixicom LLC

Role: QA & Back office Analyst

- Call Monitoring.
- Improvement plans for Customer Service.
- Development of strategies to maintain quality standards.
- Report Generation.
- Sales Validation.
- Main Quality Analyst assigned to work directly with the client to achieve campaign goals.

2016 – 2017 **Name:** C2MAX
Role: Supervisor / Manager

2018 – Current **Name:** BlueCrown Dominicana
Role: Technical Support
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SPECIAL SKILLS

Full Bilingual in English and Spanish
Intermediate French

Proficient in Microsoft Office applications (Word, Excel, PowerPoint).

REFERENCES

Erich Aristy Cell: 809-627-0289

Armando Rosario Cell: 849-409-2255