

Marlon Darcy S. Serrano



Contact

Address:

162 S. Roldan St. Brgy. Tangos,
Navotas City, Philippines 1489

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+632 9334901919

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serrano.marlondarcy@gmail.com

Languages

Filipino
English

Summary

A skilled trainer, supervisor and manager specializing in technical training development, delivery and performance management programs. Well-versed in organizational development and behavioral strategies with strong background in customer relations, technical support, coaching and other people motivational programs.

Experience

Mill Maintenance Trainer / Supervisor - 08/2017 to Present
Phil Gold Processing and Refining Corporation

Mining and Gold Refining Company

Masbate, Philippines

Achievements/Tasks

- Responsible in developing and delivering technical training modules to the mill plant employees
- Assisting in development and implementation of occupational safety and health within the processing plant
- Managing individual and section training records and development plans of the employees
- Developed a performance program that helped the department identify areas of improvement, measure and manage the individual / department performance
- Authored Mill University Learning Program for present and future leaders.

Team Manager - 01/2016 to 07/2017**Alorica Philippines**

Business Process Outsourcing

Quezon City, Philippines

Achievements/Tasks

- Responsible in training the newly hired agents on communications and technical aspect of the business
- Develop and assess materials that will help employees understand their importance in the organization as well as their responsibilities
- Evaluate and develop programs that will enhance the skills of the employees
- Responsible for monitoring, mentoring and coaching the agents
- Ensures that agents meet all the key performance indicators and other targets set by the client and program

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Team Manager - 04/2015 to 12/2016

VXI Holdings Inc.

Business Process Outsourcing

Quezon City, Philippines

Achievements/Tasks

- Responsible in identifying clients needs and coordinating efforts to meet those needs
- Assists in the development of customer service and marketing strategies
- Respond to inquiries on cluster management and performance
- Responsible for monitoring, mentoring and coaching the agents
- Ensures that agents meet all the key performance indicators and other targets set by the client and program

Team Leader / Product Safety Lead - 09/2006 to 06/2014

Hinduja Global Solutions Ltd

Business Process Outsourcing

Quezon City, Philippines

Achievements/Tasks

- Responsible for monitoring the Safety Alerts for ALL types of Electronic equipment sold by SONY.
- Ensures that Safety Escalations are in order and processed properly.
- Responsible for monitoring all the Safety Alerts and other safety related files 24/7.
- Responsible for monitoring, mentoring and coaching the agents.
- Ensures that agents meet all the key performance indicators and other targets set by the client and program.
- Responsible for monitoring the Safety Alerts for ALL types of Electronic equipment sold by SONY.
- Ensures that all safety issues are resolve within the allowable period.

Awards

- April 2009 Agent of the Month
- 2009 Customer Service Excellence Awardee
- 2009 Employee of the Year
- 2010 Subject Matter Expert of the Year
- October 2012 Sony's Elite Achiever's League Awardee – Best Team
- January and June 2013 Sony's Elite Achiever's League Awardee – Best Team
- January, February and March 2014 Sony's Elite Achiever's League Awardee – Best Team
- June 2015 Special Recognition for a Valuable Contribution to the Company's Workforce

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Trainings and Certifications

- Basic Supervisory Skills Workshop – May 7th 2010
- Coaching and Counseling – August 15th and 16th 2011
- Performance Management – August 22nd and 23rd 2011
- Team Diagnostics and Building skills – August 29th 2011
- Basic Problem Solving and Decision Making – April 2012
- Effective Communication in the workplace – April 2012
- Financial freedom for Filipinos – January 2015
- Investing in Stocks – February 2015
- Track to run on for Field Managers – March 2015
- **Train the Trainer (Certificate IV) – October 2017**
- **WorkPlace Assessor (Certificate IV) - October 2017**
- **Train Small Groups (Certificate IV) – October 2017**
- **Basic Occupational Safety and Health - April 2018**
- Basic Hydraulics, Maintenance & Electro Hydraulics - September 2018
- Machine Wear Analysis - November 2018
- Scaffold Engineering Analysis and Design - November 2018
- Thermal Imaging - November 2018
- **Standard First Aid and CPR - July 2018**
- **Loss Control Management - August 2019**
- **World Class Maintenance Management - July 2019**
- **Rapid Culture Change - September 2020**
- **Scaffold Erection National Certificate II - February 2019**

Education

- Our Lady of Guadalupe Minor Seminary - Secondary Education - 1996
- Our Lady of Fatima College - Bachelor of Science Major in Computer Science - Undergraduate

Character References

- **Engr. Michael Dongon** - Sr. Maintenance Superintendent
- Phil Gold Processing And Refining Corp
- *Michael.Dongon@pgprc.com.ph*
- **Engr. Julius Abejuela** - Sr. Condition Monitoring Engr.
- Phil Gold Processing And Refining Corp
- *Julius.Abejuela@pgprc.com.ph*
- *sts_ptr_paul@yahoo.ca*
- **Engr. Dick Sebastian** - Sr. PLC Engineer
- Phil Gold Processing And Refining Corp
- *desebastian.iacs@gmail.com*