***CURRICULLUM VITAE***



**PERSONAL DATA**

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Date of Birth : August 11, 1978

**SUMMARY**

**Professional in various industries with 12 years of experienced in Call Center, Direct Sales, Customer Service, Telemarketing, Collection, Conservation, Customer lifecycle management, Consumer acquisition & Retention, Project management and Customer analytics.**

Specialties: • Insurance Operations Management • Contact center management • Direct Sales • Team Building and staff leadership • Telemarketing Operation Management • TeleCollection Operation Management • Partnership Management • Coaching and Mentoring • Building operational efficiencies • Training and Projects • Analysis and Meeting Customer Needs • Team Leadership / Motivation • Staff Supervision • Career coaching for staff • Design and Deliver Call Center and CS reports • Call Management System and Procedure • Advanced Complaint Handling • Design IVR (Interactive Voice Response) Models and Flow Chart for the Company • Design Call Center and Customer Services Quality Control and Reports • Performance Management and Analysis • Department Budgeting • Professional Client Relation

**EMPLYOMENT EXPERIENCE:**

**April 2015 – Present, As (VP) Zone Contact Center Manager for *Indonesia, Philippines and Vietnam* for AIG Insurance**

The Zone Contact Center Manager is responsible for the strategic planning and execution of all Call Center operations. Core duties include management and leadership of processes for the continuous improvement of the customer experience. Tactical emphasis is on Sales & Customer Care through Contact Center, quality management, workforce planning, recruiting, coaching and training. Performance metrics include Sales Target, Net Revenue, Call efficiency, Low abandonment rate, High conversion rates, Staffing utilization, Acceptable turnover, and Financial performance. A commitment to excellence is demonstrated through continuous staff development programs enhancing employee engagement, service, knowledge, skills, and morale.

The Zone Contact Center executes the vision for the operation insuring the Call Center meets customer and organization needs. Engaged in leading and inspiring their team in developing and documenting best practices in the performance of all duties and responsibilities.

Primary Responsibilities

1. Work closely with country Head of Operation and Head of Distribution to deliver country goals and objective.
2. Provide strong, dynamic leadership that mentors, develops, and guides team members to efficiently leverage the value of every call.
3. Responsible for development and administration of annual department budget to attain business goals with operational stability,
4. Deliver results against a defined scope of work that includes measurable P&L, strategic innovation, performance reporting, and human capital development,
5. Develop, implement and maintain effective internal and external Quality Assurance (QA) programs fostering continuous improvement and exceeding Service Level Agreement (SLA) performance,
6. Managing metrics, ensuring customer satisfaction, and reporting statistical performance levels related to Contact Center.
7. Develop and maintain effective organization of responsibility, including efficient recruiting, training, coaching, recognition, workflow patterns, performance standards, delineation of duties and responsibilities, staffing levels and supervision,
8. Coordinate analytic, strategic and technical resources to meet stake holder expectations and insure satisfaction,
9. Manage and expand stake holder and coworker relationships,
10. Insure compliance with regulatory agency guidelines and standards.

**December 2014 – March 2015, As (VP) Head of Sales (Professional Insurance Advisor) for PT Asuransi Cigna Indonesia**

Duties and Responsibilities:

1. Create and implement effective direct sales strategies and lead nationwide direct sales personnel toward achievement of the sales objectives.
2. Develop competencies and processes required to create an effective and efficient sales organization.
3. Provide leadership through effective communication of vision, active coaching and development while comparing sales results to goals and taking appropriate action to correct when necessary.
4. Ensure effective hiring, orientation, training, development and retention of sales and clinical education staff.
5. Provide supervision through field visits, observations and measurement of results to include performance appraisals and salary reviews.
6. Prepare monthly, quarterly and annual sales forecasts.
7. Manage to meet/exceed monthly, quarterly and annual sales forecasts..
8. Establish effective relationships and collaborations with other departments (Marketing, Finance, Customer Service, etc.) to address key business issues and opportunities.
9. Maintain competitive knowledge to create and adjust Sales Strategy

**May 2012 – November 2014, As (VP) Customer Service Executive Manager for PT Asuransi Cigna Indonesia**

Duties and Responsibilities

1. Leadership and Planning
2. Responsible for Multi-Channel Customer Service
3. Responsible for Customer satisfaction and NPS (Net promoter score)
4. Responsible for Customer Conservation
5. Monitor daily all areas of performance metrics to assure that standards are met across the board using the system.
6. Attend operations review as scheduled and present action plans to issues that need to be addressed to the Board of Director.
7. Collate and respond to operational issues as reported
8. Collaborate with other Operation Department for any improvement plans
9. Submit daily, weekly and monthly operations report to Management if needed.
10. Leading the Service to Sales initiative

**December 2010 – May 2012, As Direct Marketing Unit Head for BFI Finance Tbk.**

Duties and Responsibilities

1. Leadership & Planning
2. Preparing for initiations of implementation centralization of Telemarketing from Branch to Head Office.
   1. Ensures all Plan and preparations are set
   2. Ensures that Operations at Vendor site are ready with the system and Human resources to handle the implementations
   3. Conduct Weekly and Monthly review with vendor to asses and review performance.
   4. Interface with other related Dept, do presentation about the implementation progress, program launch and escalate issues that are out of ordinary
   5. Monitor daily all areas of performance metrics to assure that standards are met across the board using the system.
   6. Attend operations review as scheduled and present action plans to issues that need to be addressed to the Board of Director.
   7. Collate and respond to operational issues as reported
   8. Submit daily, weekly and monthly operations report to Management if needed.
3. Process Audit & Management
   1. Operational processes – to include systems being utilized, etc
   2. House Rules – General Dos & Don’ts in Call Floor
   3. Vendor coordination
   4. Escalation Process
4. Resource Management – Manpower & office logistics use
   1. Ensures the required Manpower are meet based on the Contract with Vendor
   2. Meet with the Vendor to screen and negotiate the Logistic need
   3. Approves and disapproves propose budget by Operation based on the need

5. Staff Development Function

1. Ensure that the Operations meets productivity standards – daily.
2. Conduct monthly one-on-one coaching to Coordinator and Supervisors and provides feedback to drive performance and reduce cost using data from reports on attendance, handling time, productivity and quality grades.
3. Devising a strategic communication plan to ensure all changes are relayed on time and accurately
4. Approves incentives for all staff in conjunction with meeting performance measurements
5. Conduct scheduled meeting with Coordinator and Supervisors and discuss team and program performance, issues and share best practices.
6. Design development plans for Coordinator and Supervisors. Prepare for succession plan if in case the position got vacated in the future.

**September 2009 – November 2010, As Sales Manager Telemarketing for Axa Mandiri Financial Services**

Duties and Responsibilities:

1. Leadership & Planning
2. Performance Management
   1. Ensures all areas of performance metrics (Telemarketing Centre New Business Index achievement & quality grades) standards are met across the board referring to a database, a program or reports.
   2. Ensure that operations are being managed accordingly on a day-to-day basis.
   3. Attend meeting as scheduled or as needed to discuss the program performance based on the key operational metrics
   4. Interface with other related Dept, do presentation regarding performance of the program if need be and escalate issues that are out of the ordinary.
   5. Monitor daily all areas of performance metrics to assure that standards are met across the board using the system.
   6. Attend operations review as scheduled and present action plans to issues that need to be addressed to the Board of Director.
   7. Collate and respond to operational issues as reported
   8. Submit daily, weekly and monthly operations report to Management if needed.
3. Process Audit & Management
   1. Operational processes – to include systems being utilized, etc
   2. House Rules – General Dos & Don’ts in Call Floor
   3. Complaint Handling
   4. Escalation Process

4. Staff Development Function

1. Ensure that the Telemarketing Centre meets productivity standards – daily.
2. Conduct monthly one-on-one coaching to Associate Managers & Supervisors and provides feedback to drive performance and reduce cost using data from reports on attendance, productivity and quality grades.
3. Devising a strategic communication plan to ensure all changes are relayed on time and accurately
4. Approves incentives for all staff in conjunction with meeting performance measurements
5. Conduct scheduled meeting with Associates Manager & Supervisors and discuss about team and program performance, issues and share best practices.
6. Design development plans for Associate Managers & Supervisors. Prepare for succession plan if in case the position got vacated in the future.
7. Initiate and support all employee satisfaction and workplace programs.

**March 2004 – September 2009 : Teleperformance Indonesia**

**April 2009 – September 2009, As Operation Manager *(ESQ Training, Telemarketing Campaign)***

**Setting up new account or Campaign**

Duties and Responsibilities:

1. Leadership & Planning
2. Performance Management
   1. Ensures all areas of performance metrics (call handling times, service levels & quality grades) standards are met across the board referring to a database, a program or reports.
   2. Communicate with outsource client to administer program and implement both client and in house policy.
   3. Ensure that operations are being managed accordingly on a day-to-day basis.
   4. Attend client meeting as scheduled or as needed to discuss the program performance based on the key operational metrics
   5. Interface with client during visits, do presentation regarding performance of the program if need be and escalate issues that are out of the ordinary.
   6. Monitor daily all areas of performance metrics to assure that standards are met across the board using the system.
   7. Attend operations review as scheduled and present action plans to issues that need to be addressed.
   8. Collate and respond to operational issues as reported
   9. Submit daily, weekly and monthly operations report to client if needed.
3. Process Audit & Management
   1. Operational processes – to include systems being utilized, etc
   2. House Rules – General Dos & Don’ts in Call Floor
   3. Client coordination
   4. Complaint Handling
   5. Escalation Process

4. Staff Development Function

1. Ensure that the Contact Center meets productivity standards – daily.
2. Conduct monthly one-on-one coaching to Supervisors & TL’s and provides feedback to drive performance and reduce cost using data from reports on attendance, handling time, productivity and quality grades.
3. Devising a strategic communication plan to ensure all changes are relayed on time and accurately
4. Approves incentives for all staff in conjunction with meeting performance measurements
5. Conduct scheduled meeting with TL’s and discuss team and program performance, issues and share best practices.
6. Design development plans for Supervisors & TL’s. Prepare for succession plan if in case the position got vacated in the future.
7. Initiate and support all employee satisfaction and workplace programs.

**May 2008 – March 2009, As Operation Manager *(Telkomsel Bandung, Inbound Call Center Campaign)***

**Setting up new account or Campaign**

Duties and Responsibilities:

1. Leadership & Planning
2. Performance Management
   1. Ensures all areas of performance metrics (call handling times, service levels & quality grades) standards are met across the board referring to a database, a program or reports.
   2. Communicate with outsource client to administer program and implement both client and in house policy.
   3. Ensure that operations are being managed accordingly on a day-to-day basis.
   4. Attend client meeting as scheduled or as needed to discuss the program performance based on the key operational metrics
   5. Interface with client during visits, do presentation regarding performance of the program if need be and escalate issues that are out of the ordinary.
   6. Monitor daily all areas of performance metrics to assure that standards are met across the board using the system.
   7. Attend operations review as scheduled and present action plans to issues that need to be addressed.
   8. Collate and respond to operational issues as reported
   9. Submit daily, weekly and monthly operations report to client if needed.
3. Process Audit & Management
   1. Operational processes – to include systems being utilized, etc
   2. House Rules – General Dos & Don’ts in Call Floor
   3. Client coordination
   4. Complaint Handling
   5. Escalation Process
4. Resource Management – Manpower & office logistics use
   1. Ensures the required Manpower are meet based on the Contract with Client
   2. Prepares and provide the Logistic need to support Operation
   3. Meet with the Vendor to screen and negotiate the Logistic need
   4. Approves and disapproves propose budget by Operation based on the need

5. Staff Development Function

1. Ensure that the Contact Center meets productivity standards – daily.
2. Conduct monthly one-on-one coaching to Supervisors & TL’s and provides feedback to drive performance and reduce cost using data from reports on attendance, handling time, productivity and quality grades.
3. Devising a strategic communication plan to ensure all changes are relayed on time and accurately
4. Approves incentives for all staff in conjunction with meeting performance measurements
5. Conduct scheduled meeting with TL’s and discuss team and program performance, issues and share best practices.
6. Design development plans for Supervisors & TL’s. Prepare for succession plan if in case the position got vacated in the future.

**Feb 2008 – April 2008, *As Assistant Manager (Astro TV Inbound Call Center Campaign)***

Duties and Responsibilities:

As an extension of the OPERATIONS MANAGER, performs dual roles and responsibilities:

- Meet the needs of the business - in terms of service, quality, customer satisfaction, compliance, revenue, and others

- Meet the development needs of their reporting people – in terms of skill improvement, professional growth and development, and others

**March 2006 – January 2008, *As Supervisor (Astro TV Inbound Call Center Campaign)***

Duties and Responsibilities:

Shift Management Function:

1. Accountable for the shift operations.
2. Review and analyzes productivity report before the reports submitted to the Operation Manager.
3. Submits periodic productivity/service performance reports to the Operation Manager.
4. Prepares the schedule of Team Leaders assignments to ensure that all operational hours are supervised.
5. Regularly conducts dialogues, communication sessions with CCO’s/frontliners.
6. Ensures that workplace is safe, conducive, and a healthy working environment.
7. Implements floor management policies in order to ensure adherence to service level agreements between clients.
8. Approves/disapproves request for unscheduled leaves and tardiness and do necessary adjustments to schedules of available manpower in order to meet requirements.
9. Prepares shift turnover reports inclusive of analysis and corrective actions taken.
10. Coordinates with Operation Manager in preparation of client required reports and makes necessary endorsements to ensure that deadlines for submission of reports are met.
11. Be able to analyze and recommend measures in order to meet set metrics based on trends
12. Be able to ensures that operations run smoothly on a daily basis

Quality Management/Standards Compliance Function:

1. Coordinates with Operation Manager in conducting performance reviews and appraisals for Team Leaders (monthly/yearly).
2. Reviews preliminary investigation of disciplinary cases and approves/disapproves/escalates disciplinary actions in adherence to the provisions of the Company Code of Conduct.
3. Conducts regular inter and intradepartmental operations, feedback, action planning, meetings for dissemination of policies and products, hardware issues, troubleshooting, review of status reports, etc.
4. Participates in the development of contingency plans & escalation procedures.
5. Regularly reviews staffing requirements, actual headcount, and requisitions for manpower when necessary.
6. Ensures implementation of customer complaint escalation and turn around time for complaint resolution to meet service level agreements.
7. Ensures operation’s compliance with the client’s requirements and policies.
8. Provides recommendations in the setting of call center systems parameters.
9. Conducts on-line coaching to Team members.
10. Discusses with CCO QA results and provides coaching and counseling on areas that need improvement.
11. Be able to implement action plans to ensure alignment between the other support groups.
12. Be able to communicate as needed with other departments within the Call Center about operational and personnel needs
    * Cross functions
    * Help out for/from other groups
13. Be able to analyze situation arises outside the established guidelines or

Parameters and be able to evaluate such situation for impact on present

Guidelines.

1. Be able to give recommendations and implement these recommendations once approved to ensure process improvement in order to help the program achieve its goals.
2. Be able to be responsible in the performance of team

Staff Development Function:

1. Be able to provide immediate coaching regarding TL or team performance when the need arises using documented personal observations or critical incidences to improve TL and team performance.
2. Be able to ensure timely and accurate communication regarding updates to team leaders
3. Be able to initiate and support all employee satisfaction and workplace programs
4. Be able to answer questions about service to the Team Leaders.
5. Be able to recommend and apply corrective measures for staff members who do not meet minimum performance metrics.
6. Be able to monitor key performance indicators within and across teams to assure that standards are met across the board.
7. Be able to work with Team Leaders to resolve concerns of CCOs as well as their own
8. Be able to follow-up personnel issues (e.g. Payroll, HR, etc) as reported by TLs.
9. Be able to meet with TLs at least once a week to discuss program and team performance and share best practices.
10. Be able to submit accurate and timely reports (ex. Coaching logs, performance review, etc)
11. Be able to create specific Individual Development Plans for TLs over a given period of time to prepare them to the next level

Administrative Function:

1. Be able to implement programs to ensure high levels of Quality.
2. Be able to develop initiatives to optimize results
3. Be able to partner with other supervisors to share / implement best practices
4. Submit weekly and monthly team operations review to Operations Manger

**November 2004 – February 2006**, ***As Quality Assurance Analyst (Citibank Telemarketing Campaign)***

Duties and Responsibilities:

* Coordinate with 2 or 3 TL’s for Agent individual Quality Skill
* Plan, Coach and directed Agent individual Quality Skill
* Improved Individual Agent Selling Skill
* Improved TL’s and Team Selling performance
* Motivate Individual Agent with low performance
* Assisting TL’s to Improved Team performance

**March 2004 – October 2004, Starting Position as *Sales Verifier* *(Citibank Telemarketing Campaign)***

Duties and responsibilities:

To check and verified all sales recording based on company and client regulation and criteria of Valid sales.

**EDUCATIONS**

* **Philippine School of Business Administration Q.C**

Major in Banking and Finance

Date of graduation: 2002

* **SMAN 3 Depok**

Date of graduation: 1996

**TRAINING ATTENDED**

1. ***Quality Service Skill* by Achieved Global**
2. ***Management Development Program* by Teleperformance Indonesia**
3. ***Professional Leadership* by ESQ Leadership Center**
4. ***Mission Statement and Character Building* by ESQ Leadership Center**
5. ***Basic Shariah insurance* by Karim Consulting**
6. ***COPC Regeistered Coordinator Training & Certification* by COPC Inc**