Bryan Dilbert Johnson

Manager/Computer Systems Engineer

+504 9775-0822	Bryandilbert91@gmail.com	Roatan, Honduras

Objective

As an assistant manager, my primary objective is to support the business operations by managing staff, coordinating resources and assigning tasks to be completed by each member of my team in order to ensure an exceptional customer service. I aim to create a positive and productive work environment by maintaining open communication with team members, setting clear goals and driving performance.

Experience

Teleperformance - Assistant Training Manager: Tegucigalpa, Honduras
October 2021 – September 2024

- Established structure of the department and operational procedures put in place in order to achieve an 85%pass rate defined as regional goal.
- In 3 years,we certified more than 3000 customer service reps, which was an 87% success rate.
- Trainer Certification was streamlined with a basic learning program to be completed in 60 days including first co-facilitation.
- Adept at using O365 apps Excel for pivot tables and graphs to handle big data analysis and PowerPoint to present results.
- Lean six sigma basic principles used to streamline different processes eliminating waste and allowing the team to work more efficiently.

Teleperformance - Trainer: Tegucigalpa, Honduras
April 2021 – October 2024

- Certified more than 250 customer relations specialists, which represented a 90% success rate.
- Developed skills for learning content creation, adding new material to learning curriculum, such as: Soft-skills, de-escalation tactics, and others.
- In charge of analyzing results under 90 days learning curve and developing uptraining material, as well as delivering these classes to ensure continuing improvement.

Senior Rep / Subject Matter Expert (SME): San Jose Costa Rica
October 2017 – March 2020

- Coach for outliers to improve quality to 90% or higher.
- Number 1 Rep for Latin America during 2018 and 2019 average QA of 97.75%.

Freelance Back End Developer: San Jose, Costa Rica
September 2016 – Jan 2020

- Client-server connection coding and debugging for websites with JavaScript.
- SQL/NOSQL expertise for database setup for offline backup options.
- Proficient with debugging tools JSON and Node.js.

IT Infrastructure Manager: Roatan, Honduras
February 2012 – November 2015

Bryan Dilbert Johnson

Manager/Computer Systems Engineer

- New system implemented for client management, including payment and billing module.
- New system implemented for student's registry and uploading of student's information, grades and follow-ups to be added to the cloud.

Education

Computer systems engineer with focus on team management and resource management for leading development teams. Lean six sigma focused with AGILE methodologies for development while reducing waste.

2008 – 2012

Computer Systems Engineering
Latin University of Costa Rica
San Jose, Costa Rica

2005 – 2007

Computer Technician
Bay Island Technical Institute
Roatan, Honduras

Key Skills

Team player
Analytical and decisive
Budget planner
Self-motivated

Communicative
Problem solving
Self-disciplined

Languages

- English (Primary)
- Spanish

References

Gloria Medina
Training Manager, Teleperformance
+1 (809) 661-0407 / gloria.medina@teleperformance.com

Clark David Abbott
Director– Bay Island Technical Institute
+504 3193-2301