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# Objective

My objective is to contribute to the growth, development and improvement of performance of the organization to which I belong, through the best application of all my knowledge, tools and abilities, and my interpersonal relationship with coworkers: always taking into consideration the goals established for the institution and the best route towards the fulfillment of the company.

**Skills**

**Administrative Skills**

Professional with experience in Human Resources, Processes, Procedures, Data Management, Purchasing, Customer Experience and Service, Administrative Areas, Work well under pressure, Meeting deadlines, Ability to multi-task, Strong Presentation, Planning, Organization and Follow Up skills

**Customer Service Skills**

Excellent Customer Relations skills, Extensive Experience Building and Maintaining Customer Relationships, Vast Customer Service/ Customer Satisfaction Experience, Excellent Probing and Listening Skills to uncover customer needs

**Team Leading Skills**

Excellent Reputation as a Creative,

Energetic Coworker, Self-motivated, Assertive, professional and personable manner of interacting with customers, Experience supervising teams to ensure customer satisfaction and accurate results required by clients

**Other Skills / Knowledge**

Full Bilingual, Proficient skills in Crystal Reports, Microsoft Excel, MS Suite (Word, PowerPoint, Outlook), IT basic terms knowledge, advanced typing skills

**PROFESSIONAL EXPERIENCE**

**SALES SUPERVISOR** – Alorica - May 13/2018– March 2019

* Real time evaluations to ensure all specialists were complying with designated parameters
* Attend QA Calibrations to ensure alignment within the LOB
* Quality analysis and follow up of specialists calls
* Continuous coaching to ensure compliance of all QA parameters
* People Management, Customer Satisfaction Management
* Analysis, Reporting and Follow Up of All KPIs/Metrics
* Analysis, Reporting and Follow Up of all Designed Action Plans
* Payroll

**SALES SUPERVISOR** – Soluciones Omfris - Abril 2014 – Jan-2018

* Quickly communicate enabled technology and turnkey leadership skills.
* Implementation of Coaching Methods and Techniques
* People Management, Customer Satisfaction Management
* Analysis, Reporting and Follow Up of All KPIs/Metrics
* Analysis, Reporting and Follow Up of all Designed Action Plans
* In Charge of Concept Design and Implementation of New Hire Training (Learning Lab)
* In charge of Concept Design and Implementation of Assistance on Floor (Floor Support Program and Mentor Program)
* Quality Control on Customer Service Calls
* Payroll Tasks such as Registry and Control of Medical Licenses, Excuses, Vacations, Absences
* Orientation to Employees in regard to company policies and procedures
* Impart Customer Service and Better Service Techniques to Production Floor: Taking Control of a Call, Quality, Effective Communication, etc.
* QA and Training Implementation for New Hires

**CUSTOMER SERVICE SUPERVISOR** – Teleperformance DR - May 14 - July 15

* Quickly communicate enabled technology and turnkey leadership skills.
* Implementation of Coaching Methods and Techniques
* People Management, Customer Satisfaction Management
* Analysis, Reporting and Follow Up of All KPIs/Metrics
* Analysis, Reporting and Follow Up of all Designed Action Plans
* In Charge of Concept Design and Implementation of New Hire Training (Learning Lab)
* In charge of Concept Design and Implementation of Assistance on Floor (Floor Support Program and Mentor Program)
* Quality Control on Customer Service Calls
* Payroll Tasks such as Registry and Control of Medical Licenses, Excuses, Vacations, Absences
* Orientation to Employees in regard to company policies and procedures
* Impart Customer Service and Better Service Techniques to Production Floor: Taking Control of a Call, Quality, Effective Communication, etc.
* QA and Training Implementation for New Hires