Kaeneth Dayao
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SKILLS AND QUALIFICATIONS

- Over 3 years of managerial and supervisor experience. Over 9 years of customer service experience
- Proficient in meeting project deadlines and experienced with project management software (JIRA/PIVOTAL)
- Experienced in analyzing statistical data and implementing new procedures to improve operational performance.
- Experienced in troubleshooting and resolving technical issues.
- Knowledgeable with front end web development languages: HTML, CSS, JavaScript and jQuery.
- Knowledgeable with Oracle, Zendesk, and Five9 CRM software

EDUCATION

UCLA Full Stack Coding Bootcamp (April 2020-presnet)

University of California, Irvine (June 2012)
Bachelor of Arts in Business Economics

WORK EXPERIENCE

Red Pocket Mobile, Logistics Manager/Quality Assurance/Project Manager/Tech Support Lead (June 2019-present)
-Oversee business to business and business to consumer warehouse operations for FreedomPop, Unreal Mobile, and Red Pocket brands.
-Assisted with the setup of our New York warehouse and the building of our new warehouse software platform
-Forecasted inventory consumption, requested kitting orders, set up shipping codes and bills of materials for shipment of products
-Reconciliation of Monthly Warehouse Invoices
-Quality Assurance testing for new website, new product, and new operating system (OS) launches
-Work with carrier/manufacturer engineers for new system launches and assist to resolve ongoing technical issues
-Worked with Project Manager on overseeing new and current projects.
-Created Knowledge Base Content and Internal Training for Device Troubleshooting
-Oversee and managed new product launches (Quality testing, ecommerce, operations, logistics, and customer service)

UNREAL Mobile, Support Manager/Tech Support Lead (June 2018-present)
-Provide constant communication with our engineers, app developers, and product managers concerning trending technical and phone service issues.
-Work with our engineers, project managers, and development team to resolve issues and improve user service experience.
-Train, coach, and manage offshore operations during our UNREAL Mobile launch.
-Troubleshoot device and phone apps and resolve escalated technical issues on both our FreedomPop and UNREAL brands.
-Supervise offshore support teams for both FreedomPop and UNREAL Mobile.
-Build and maintain UNREAL Mobile training manuals and the external UNREAL MOBILE support website.
-Maintain a consistent 90% handle rate on inbound support calls for both FreedomPop and UNREAL brands.

FreedomPop, Support Supervisor (February 2014-2018)
-Supervise offshore agents in the Philippines, India, and Guatemala by providing feedback, positive reinforcement, and suggestions to improve productivity.
-Update, review, and analyze key performance indexes and weekly operations data.
-Implement new policies/procedures to improve agent productivity and increase revenue while maintaining excellent quality customer service standards.
-Lead weekly and monthly business reviews with offshore management teams
-Lowered AHT from a 12 min avg to 8 min avg and maintained consistency
-2017 Team Oracle Cloud Innovator Award Nominee and Top Three Finalist

Los Angeles Dodgers, Fan Service Representative (February 2013-October 2014)
-Effectively resolve complaints and answer customer questions in-person, email, or by phone
-Act as liaison between Dodger fans and upper management in an effort to improve fan experience
-Handle high volume inbound Dodger Hotline phone calls and heavy 2-way radio communications
-Assist manager with daily office duties (respond to emails, transfer phone calls, data entry, etc.)
-Enter, organize, and update information in the customer relations database and in Excel spreadsheets
-Dispatch security, first aid, maintenance, and transportation to stadium locations by radio or phone

University of California, Irvine, Guest and Event Services (April 2010-June 2012)
-Managed cash flows and profits; handled customer cash and credit transactions (receipts, refunds, etc.)
-Provided information to visitors, students, faculty, and staff (parking policies, event information, etc.)
-Sold parking permits to university students, visitors, faculty, and staff

HONORS/AWARDS

- 2017 Team Oracle Innovator Award Nominee and Top Three Finalist
- 2008 Presidential Award for Academic Excellence
- Dean's Honor List at the University of California, Irvine