

Kaeneth Dayao
2137 Kerwood Avenue
Los Angeles, CA 90025
(650)2551097-- kendayao@gmail.com

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 Coding Bootcamp (April 2020)

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/manufacture 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

