

# MICHELLE von FRANZKE

## CONTACT

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## SKILLS/TRAINING

- Attended on-site clinic - Coaching in the Zone (CITZ) 2011, Business Learning in the Zone (BLITZ) 2010
- Introduction to Six-Sigma
- 7 Basic Quality Tools
- MS Office - Word, Excel and PowerPoint
- Minitab

## EDUCATION

- Manila, Philippines – University of Caloocan City undergrad BS Computer Science (2006-2008)

## WORK EXPERIENCE

### ○ CBPS – Citigroup Business Process Solutions, Ltd

*Job Title:* Supervisor – Centralized Monitoring Team (CITI NAM Branded Cards)

*Dates Worked:* October 2021 – July 2022

*Responsibilities/Achievements:*

- With 11 quality officer reporting to me, responsible in ensuring quality monitors are conducted in a timely manner and productivity goals are reached
- Prepared data and present team's performance to various stakeholders and security auditors
- Prepared and hosted call calibration sessions with sites supported
- Updated and maintained process documents in relation to Federal and Regulatory laws for use in training and quality audits

*Job Title:* Quality Officer – CITI NAM Fraud Early Warning

*Dates Worked:* August 2017 – October 2021

*Responsibilities/Achievements:*

- Conducted agent quality monitors for phone and non-phone interaction focusing on regulatory, process and client experience
- Tracked team reporting, provided process improvement recommendations, presented audit findings to client and internal stakeholders, attended calibration sessions with client stakeholders to provide insights on quality improvements and collaborated to help develop quality improvement plans
- Point of contact with processes and as subject matter expert conducted training/upskill for team members and new employee onboarding

*Job Title:* Customer Support Officer - New to Citi, US Cards

*Dates Worked:* January 2016 – September 2017

*Responsibilities/Achievements:*

- NPS Top Officer from May- Aug 2017
- Attended to inbound calls and assisted US base clients with their banking needs. Processed banking transactions which include financial entries and data maintenance
- Provided billing, online technical assistance and identified opportunities to further enhance clients' relationship with the institution by offering banking products and services in compliance with regulatory procedures
- Maintained and exceeded clients' KPI (NPS, Quality, CSAT, AHT and upsell palette)

### ○ SITEL Philippines

*Job Title:* Quality Supervisor – Toshiba America

*Dates Worked:* October 2014 – March 6, 2015

*Responsibilities/Achievements:*

- Monitored and evaluated productivity of quality analysts. Provided them proper training on coaching/analytics and guided them to constantly improve performance.
- Responded to clients' report requests and review of any account related escalations
- Provided deep dive analysis on NPS and Sales performance on a weekly and monthly basis and collaborated with Learning and L2 team for action items in addressing agent opportunities

*Job Title:* Quality Analyst/Coach Track Trainee – Cricket Wireless

*Dates Worked:* August 2011 – October 2014

*Responsibilities/Achievements:*

- Awarded 2012 QA of the year
- Tracked and reported agents' Quality Audits
- Tracked and analyzed quality performance, mark-offs, and areas for improvements
- Monitored calls and provided timely and effective feedback
- Facilitated calibration sessions for both operations and clients
- Analyzed data to provide root-cause-analysis (RCA) and executed action items to improve on opportunities observed

*Job Title:* OCP Mentor – Cricket Wireless

*Dates Worked:* October 2010 – August 2011

*Responsibilities/Achievements:*

- Monitored calls and conducted coaching sessions and executed action plans for new hires
- Assisted in conducting phone simulations before endorsing to OCP
- Provided support and assisted new hires on their supervisory calls
- Tracked and coordinated with the OCP coach in analyzing performance before endorsing agents to production

*Job Title:* Customer Service Representative – MCI-Verizon and Cricket Wireless

*Dates Worked:* May 2008 – October 2010

*Responsibilities/Achievements:*

- Top CSAT and Quality Performer from Nov '08 – April '09
- Assisted US based clients with their telecommunication needs (wireless and landline)
- Provided billing and technical support and product inquiries
- Upsold features/products to meet the customers' needs
- Maintained and exceeded clients' KPI (1day RPT, Sales, Quality, CSAT and AHT)