

MICHELLE von FRANZKE

CONTACT

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SKILLS/TRAINING

- MERN- MongoDB, ExpressJS, React, NodeJs
- HTML, CSS, JavaScript
- 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

- UC San Diego Full Stack Coding Bootcamp (Aug 2023)
- 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)