



ELFRIE ARISTOTOLE

CAREER GOALS

Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to come up with interesting ideas for unforgettable marketing, sales, customer service and data entry campaigns.

COMPETENCIES:

- Leadership and Management Skills
- Quality and Process Improvement
- Sales proficiency
- Excellent and Dynamic Collaborator
- Facilitator
- Independent and flexible
- 5-Star Customer Service
- Project Management
- Critical Thinker
- Data and Result Driven

CONTACT DETAILS:

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Quezon City, Philippines

EMPLOYMENT HISTORY

Concentrix Philippines

SR TRANSACTION QUALITY ANALYST, (APAC & EMEA REGION) 2014-2019

I work closely with my team to direct audit activities and observe the call effectiveness of associates. By partnering with the Operations team, we ensure associates meet call quality standards. Together, we track trends and recommend training improvements to the training and operations teams. We implement and manage quality practices and internal audits, lead and develop associates to promote quality awareness, and facilitate quality training on management tools and new campaign updates. Regularly, we monitor and evaluate associates, providing feedback and coaching, and continuously strive to improve quality monitoring systems and processes.

Teletech

TELESALES REPRESENTATIVE, (ANZ REGION) 2013-2014

-Close sales by means of excellent customer service and salesmanship while developing effective sales strategies -Drive all client acquisition efforts which in turn drive Revenues

HSBC Philippines

TREASURY AND PROCESS EXECUTIVE, 2011-2013

*-Creates financial investment options for prospective clients -Provides investment advisory for HNWI's
-Facilitate Business valuation by means of EBITDA and SDE analysis
-Responsible for handling, processing, and servicing client's bank transaction*

Sitel Philippines Corporation

TEAM LEAD FOR OPERATIONS, (NORTH AMERICAN REGION) 2007-2010

*-Implements core business processes and assists on campaign improvement
-Manages and monitor daily working activities of 18 associates
-Coaching of associates and impart skills and knowledge required for the role
-Facilitate Cadence, Research and Development for Sales opportunities
-Conduct research and development for attaining Sales quota*

FREELANCE REMOTE WORK HISTORY

Project Manager - US Freight and Trucking '19-'24

*-Oversee strategic approach on multiple project from various team members
-Business Planning by developing detailed work tasks, allocating proper resources and implement defined strategies
-Review and analyze Freight related data and make recommendations based on feasibility, trend and technical analysis
-Prepare stakeholder progress reports including workforce management, budget, policies, forecasting and sales figures*