

Santiago Lloret

Regional Manager

APAC, MENA & Global Safety Projects

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PROFESSIONAL PROFILE

Enthusiastic and energetic Manager with +4 years of experience, oriented to achieve excellency through teamwork and empowerment based on streamlined operations, business strategy, efficiency, delivery of high-level performance and maintaining motivation in all levels of the structure.

Assertive, goal oriented and self-determined are the main characteristics of my personality.

My core values are work ethics, respect and dignity.

KNOWLEDGEABLE QUALIFICATIONS

- Strong analytical, evaluation, project and team management skills
- Excellent oral and written communication skills (Spanish, English and Catalan fluent)
- Superior interpersonal and organisation skills
- Team player, goal oriented and able to work under pressure
- Has the ability and willingness to assume responsibility

PROFESSIONAL SKILLS AND STRENGTHS

- Advanced skills on Microsoft Office applications particularly on MS Word, Excel, and PowerPoint

WORK EXPERIENCE

OOH Regional Manager

Covalen

May 2018 – Present

Dublin, Ireland

Responsibilities

- Main responsible of the general operations of Asia Pacific, Middle East and Global Safety regions across evening and night shifts;
- Delivery of SLA's and managing of 7 Team Leads, 5 Anchor Mentors, 6 Coach SME's and 104 Content Analysts across 17 markets;
- Provide mentorship and career development for Team Leads;
- Headcount estimation by measuring estimated workload and AHT;
- Coordinate internal and external recruitment coverage;
- Alignment and calibration with the client, internal verticals and support teams;
- Optimize resources utilization and setting strategic processes to mitigate risks;
- Management of Safety, Government, Language and Policy high priority escalations; and
- Identify potential business opportunities for the growth of Cpl onsite and improve the service experience of our client counterpart.

Team Leader / L&D Manager
Covalen

Oct 2016 – May 2018
Dublin, Ireland

Team Lead Responsibilities

- Main responsible of the general operations of Asia Pacific region. Direct manager of 1 Team Coordinator, 1 Quality POC and 22 Content Analysts;
- Ensuring metrics and SLAs are delivered to the client on time; and
- Involved in staff mentoring and their career development/improvements.

L&D Manager Responsibilities

- Involved in launching the first L&D Structure in the Company; and
- Responsible with the related administrative tasks of L&D Department (such as designing skillsets of trainings, ensuring high attendance and tracking of individuals' performance).

Anchor Mentor / Team Coordinator
Covalen

Feb 2016 – Oct 2016
Dublin, Ireland

Responsibilities

- Main responsible of the workload distribution for Content Analysts, daily tasks for the team to accomplish and ensuring clients' requirements are met; and
- Involved in staff mentoring and their career development/improvements.

Content Analyst
Covalen

Feb 2015 – Feb 2016
Dublin, Ireland

Responsibilities

- Assessment of contents in the client's platform and enforcement of the Company's Policies accordingly when this violated terms and conditions; and
- All reviewed based on turnaround time, quality and productivity parameters.

OTHER WORK EXPERIENCE

Details available in [Linkedin.com/in/Santiago Lloret](https://www.linkedin.com/in/SantiagoLloret)

Customer Service
Persian Restaurants Ltd

Oct 2014 – Feb 2015
Dublin, Ireland

Store Manager
Casa Cruz, Cash & Carry

Feb 2013 – Oct 2014
Guadalajara, Mexico

Billing Service Advisor
Sidney Marketing

Jun 2012 – Feb 2013
Guadalajara, Mexico

Receptionist

Grupo ICLAR

Jan 2011 – Jun 2012

Guadalajara, Mexico

Customer Service Representative

Hispanic Teleservices Corporation

Jan 2010 – Jan 2011

Guadalajara, Mexico

EDUCATIONAL BACKGROUND

Code Institute

Full-Stack Web Development

Certification

2019 - Present

Dublin, Ireland

Universidad del Valle de Atemajac

Bachelor of Science in Business Administration

BBA, International

2009 - 2012

Guadalajara, Mexico

CHARACTER REFERENCE

Available upon request