



Javier Abraham Perez Zelaya

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Main strengths:

Enthusiastic, patient, Office 365 proficiency, communication skills, time management, detail oriented, team player, fast learner, willing to learn new things, and strategic thinking.

Work experience:

06/2021 – Present: Quality Supervisor.

Concentrix, Nicaragua

- Frequently communicate expectations to employees and provide timely updates and changes.
- Provide subject matter expertise in handling escalated customer calls as needed to the team of Quality Analysts so they can then communicate how to handle the scenarios to Team Leads and advocates.
- Ensure that all Human Resources policies and procedures are adhered to, as well share any communications.
- Stay current on internal work processes, policies and procedures.
- Supervision of a group of call center Quality Analysts including work and attendance monitoring in accordance with organization policy and applicable legal requirements, reduce learning curve and help enhance product/process knowledge of new hires.
- Promote the company's values through both behavior and attitude, including being an advocate for its team members.
- Critical action alert management, provide business intelligence for fraud prevention local and partner sites.
- Create a proactive approach to reduce fraud, ensure there is documentation and an on-going investigation.
- Manage and investigate compliance related requests from the client (external and internal), for onsite cases and for other sites Partner with Operations and streamline/enhance compliance metrics, ensuring that internal policies, procedures, and compliance regulations are being followed.
- Lead QAs and foster their professional development and growth via effective coaching and communication, promote teamwork and cooperation.
- Provide one on one session on a monthly basis with each QA that is under their direct report.
- Ensure there is 1 TRIAD session performed to QAs on a monthly basis, feedback needs to be shared by using the TRIAD scorecard, and this needs to be documented If QA doesn't meet the standard goal, there needs to be a follow up conducted during the month period.
- Administrative work such as corrective actions, terminations, subsidies, vacation approvals, etc.
- Manage QA team metrics and retention goals Participate in discussions about reasons for attrition and root cause.
- Monthly Team with Quality Manager to develop actions to reduce attrition where possible.
- Monthly Complete shift-wide projects that aim to increase productivity, quality or other KPI.
- Monthly Plans, organizes, and manages training programs, provides feedback regarding customer issues or concerns with documentation, or training requirements finding operational/training issues and helping team in fixing these gaps.

- Ensure bonus structure for each QA is set for the month Ensure that QAs understand their Bonus Pay and how much will be the amount earned month over month.
- Monthly Coach direct reports on their performance on a regular basis to ensure performance metrics are achieved.
- Weekly Identify performance related issues proactively, develop action plans together with Operations and Training to ensure the improvement of the business.
- Weekly Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs').
- Weekly Deploy client projects and provide feedback and project health information.
- Weekly lead/host and manage external calibration sessions with the client Ensure the site is CSDQ certified and ensure that the calibration scores of the LOB is at 85% which is the internal goal.
- Ensure all QA Members are at the 85% calibration goal If any members during the month are under the 85% mark, QATL needs to ensure that additional calibration efforts are taking place until outliers are back on the desired goal.
- Analyze business data identifying and highlighting trends to the management team depending on the business need (QA/OPS) Weekly Responsible of creating.
- Weekly Business Review deck and verbalize the findings, comments and recommendations on the client calls weekly.

09/2019 – 06/2021: Quality Analyst.
Concentrix, Nicaragua

- Participate in the development of call monitoring style and industry best practices.
- Monitor calls and report data and trends to the facility management team.
- Gather and track individuals and team progress using a quality tracking data management system.
- Review customer care email replies.
- Participate in client and consumer listening initiatives to discover consumer requirements and expectations.
- Deliver actionable services to multiple internal support groups as required
- Provide feedback to the customer service representatives.

01/2018 – 09/2019: Technical Support Ambassador.
Concentrix Nicaragua.

- Provide high quality enterprise technical support for Windows OS and MS office 365 through phone calls and email.
- Follow up with IT managers through phone calls or emails to confirm that the performed troubleshooting worked properly with their devices.

05/2017 – 01/2018: Customer service Representative.
Sitel Nicaragua.

- Provide personalized customer service with a great quality through phone calls.
- Retain customers that wanted to cancelled their Internet service.

Education:

Middle School

Colegio Centroamerica del Sagrado Corazon de Jesus, 2002- 2007

High School

Colegio Centroamerica del Sagrado Corazon de Jesus, 2008- 2012

College: Bachelor's degree in Systems Engineering.

Universidad Nacional de Ingenieria. UNI. 2013-Present.

Languages:

- Spanish- Native
- English – Advanced level