

# Ketchie Rose Ho

## Customer Care Team Manager

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- Planning, developing and implementing strategies to promote team member adherence to company regulations and performance goals
- Providing quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints
- Maintaining a positive and energizing work environment for team to effectively build relationships with customers and cross functional departments
- Providing support and encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
- Conducting team meetings to update members on best practices and continuing expectations
- Delegating tasks to empower and train team members for skill upgrade
- Offering solutions to the top management regarding project-related queries

## Core Qualifications

- Competent at social, oral and written communication
- Excellent problem-solving, analytical, team building and interpersonal skills
- Ability to quickly adapt to changes
- Exceptional presentation, analytical, and reporting skills
- Superb organizational, prioritization, and multi-tasking skills
- Proficient with MS Office and various forms of technology

## Awards and Achievements

### **Choobi Choobi Flavors Corp**

- Fully accountable for social media presence – adapted UK offerings, resulting in engagement and traffic(+ month to month sales, social traffic share +12%)
- Created RFP for one of the company's biggest tie-ups in supermarket; won a close contract with SM Hypermarket.
- Launched aggressive growth plans that helped increase the café's customer base by 50%

### **Kintar Group of Companies**

- Top Sales Team with 15% increment, October- November 2016
- All dormant sales closed with least reproduction, January-April 2017

### **Xerox Business Services**

- Top Team Leader, June 2016
- Top Team Leader, September 2016

### **Telstra International Philippines**

- Brilliance Awards (TIPI Supersite DMT Team Brilliance Winner), December 2015 Awardee
- Brilliance Awards (TIPI Supersite DMT Team Leader Brilliance Winner), June 2015 Awardee
- Top Team Leader (DMT Cebu Vibe Winner), June 2015
- Top Performing Team (TIPI DMT CEBU Dedicated Moves Team), June 2015
- Top Performing Team (TIPI DMT CEBU Dedicated Moves Team, March 2014
- Top Team Leader (DMT Cebu Vibe Winner), February 2014
- Brilliance Awards (TIPI Supersite DMT Team Leader Brilliance Winner), November 2013 Awardee

## **Emirates Global Aluminum**

*Jabel Ali, Dubai, United Arab Emirates*

– The world's largest 'premium aluminum' producer and the biggest industrial company in the UAE outside oil and gas. An integrated global aluminum producer, with operations from mine to metal. We operate aluminum smelters in Abu Dhabi and Dubai, an alumina refinery in Abu Dhabi, and a bauxite mine and associated export facilities in the Republic of Guinea

### **Employee Care Officer (May 2018 – Present)**

- Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Analyze employment-related data and prepare required reports.
- Prepare or maintain employment records related to events, such as hiring, termination, leaves, transfers, or promotions, using human resources management system software.
- Hire employees and process hiring-related paperwork.
- Address employee relations issues, such as harassment allegations, work complaints, or other employee concerns.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, or promotion opportunities.
- Conduct reference or background checks on job applicants.
- Maintain and update human resources documents, such as organizational charts, employee handbooks or directories, or performance evaluation forms.
- Schedule or conduct new employee orientations.
- Interview job applicants to obtain information on work history, training, education, or job skills.
- Confer with management to develop or implement personnel policies or procedures.
- Provide management with information or training related to interviewing, performance appraisals, counseling techniques, or documentation of performance issues.
- Contact job applicants to inform them of the status of their applications.
- Conduct exit interviews and ensure that necessary employment termination paperwork is completed.
- Review employment applications and job orders to match applicants with job requirements.
- Select qualified job applicants or refer them to managers, making hiring recommendations when appropriate.
- Develop or implement recruiting strategies to meet current or anticipated staffing needs.
- Perform searches for qualified job candidates, using sources such as computer databases, networking, Internet recruiting resources, media advertisements, job fairs, recruiting firms, or employee referrals.
- Advise management on organizing, preparing, or implementing recruiting or retention programs.
- Review and evaluate applicant qualifications or eligibility for specified licensing, according to established guidelines and designated licensing codes.
- Schedule or administer skill, intelligence, psychological, or drug tests for current or prospective employees.
- Evaluate recruitment or selection criteria to ensure conformance to professional, statistical, or testing standards, recommending revisions, as needed.
- Coordinate with outside staffing agencies to secure temporary employees, based on departmental needs.
- Evaluate selection or testing techniques by conducting research or follow-up activities and conferring with management or supervisory personnel.

## **Choobi Choobi Flavors Corp**

*TCG Center, Uldog St. Poblacion Talisay, Cebu 6045*

– With over 35+ branches and counting, Choobi Choobi is a family oriented casual dining restaurant. It's menu courses are mostly Filipino Comfort Food.

### **Team Manager (May 2017 – April 2018)**

- Oversee all 48 branches nationwide in the Philippines
- Maintaining the restaurant's revenue, profitability and quality goals.
- Ensure efficient restaurant operation, as well as maintain high production, productivity, quality, and customer-service standards.
- oversee the dining room, check-in with customers and balance seating capacity for all the branches
- Back of the house management, hire qualified Cooks and Wait Staff, set work schedules, oversee food prep and make sure to comply with health and safety restaurant regulations.
- Ensure our restaurant runs smoothly and customers have pleasant dining experiences.
- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality and research new vendors

- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Promote the brand in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations

### **Kintar Group of Companies**

*Unit 617, Mabolo Garden Flats, Cebu City*

– engaged in Manufacturing & Subcontracting, Trading

### **Account Manager (August 2016 – April 2017)**

- Manage a portfolio of accounts to achieve long-term success
- Act as the point of contact and handle customers' individual needs
- Generate new business using existing and potential customer networks
- Resolve conflicts and provide solutions to customers in a timely manner
- Supervise account representatives to ensure sales increase
- Set and track sales account targets, aligned with company objectives
- Monitor sales metrics (e.g. quarterly sales results and annual forecasts)
- Suggest actions to improve sales performance and identify opportunities for growth
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)

### **Xerox Business Services International Philippines – Verizon Account**

*10<sup>th</sup> Floor, Skyrise 2, Cebu City, 6000 Philippines*

–BPO Industry, a global business services, technology and document management company helping organizations transform the way they manage their business processes and information. Headquartered in Norwalk, Conn., more than 140,000 Xerox employees and do business in more than 180 countries.

### **Customer Care Team Leader (January 2016 to August 2016)**

- Be in charge of running and managing the call center daily
- Responsible for 15 agents in a team
- Set targets for all other call center agents to meet up with
- Schedule and organize shift patterns for other team members to ensure that customers are never left unattended to
- Understand all organization's products, services, procedures and guidelines and communicate same to all team members
- Monitor calls to ensure that due procedures and quality standards are strictly adhered to
- Facilitate and organize training session for all agents and participate in recruitment of new call center agents
- Recommend and purchase gadgets to enhance job performance at the call center
- Conduct regular review of all call center agent's performance and organize training sessions for under performers
- Submit regular reports to management and seek new ideas and strategies to improve performance at the center
- Keep up with trends and happenings in the industry and ensuring adherence to industry standards
- Ensure that clients are kept happy and satisfied at all times by providing prompt response and solutions to their challenges at all times

**Telstra International Philippines**  
9<sup>th</sup> Floor, E-Bloc 2, Asia Town, I.T Park, Cebu City, 6000 Philippines  
– Multibillion-dollar Telecommunications Company based in Australia.

**Customer Care Team Leader    (February 2013 to January 2016)**

- Providing support to team members in ensuring they are fully equipped to cater customers’ needs, surpass sales targets and achieve high level performance
- Leveraging excellent communication and relationship building skills—as well as an inherent ability to excel under pressure—to provide an unparalleled level of customer service and satisfaction.
- Successfully ensuring top-flight customer service and satisfaction while driving staff training and development and team motivation.
- Acting as the point of contact for customers requiring manager intervention and other internal issues
- Managing team reports and formulating team strategies in line with the company’s goals and purpose
- Developing and empowering team members to take on roles outside of their regular job description
- Conducting regular coaching , real time feedback, team meetings and huddles to a 21 member team
- Cascading and implementing changes effectively whilst maintaining a positive team work environment
- Proposed scorecard implementation for the support team to get them aligned with the company’s strategies and targets

**AUTHOR SOLUTIONS INC.**

AsiaTown IT Park, Apas Lahug, Cebu City,6000  
– world leader in supported self-publishing. have helped nearly 200,000 authors self-publish, promote and bring to market more than 250,000 new titles. Headquartered in Bloomington, Indiana, Author Solutions’ global reach includes imprints developed specifically for authors in Australia, New Zealand, the United Kingdom, Singapore, India and Africa.

**Publicist                    (February 2009 – February 2013)**

- Manages publication projects in Xlibris Corporation’s Trade Book and Picture Book Publication Services.
- Oversees the progress of ongoing projects, serving both as a customer service agent and production coordinator from the time of a manuscript’s submission to its successful publication.
- Oversee the lifecycle of each of book projects, addressing and solving problems that may occur during publishing.
- Reports directly to Operations Director
- Communicate with authors via telephone, email, letter, or internet on the status of book production process
- Answer author questions and address concerns, and educate authors on Xlibris standards and services
- Promote customer satisfaction by taking consistent and positive proactive / reactive steps to attend to an author’s specific needs
- Determine proper charge for services, track author payments, and reconcile outstanding accounts
- Perform detailed research into production problems at all stages of book publishing process, and providing answers and solutions to authors’ questions
- Solve problems through referencing and researching any inconsistencies between layout and printing files, utilizing internal databases, and the electronic and physical submission files

Education

UNIVERSITY OF THE SAN CARLOS – TECHNOLOGICAL CENTER  
Bachelor of Science in Nursing – Graduated: April 2009

IT Skills

Management Reports:	SAP, SAP Success Factor
Application Package:	MS Office (MS Word, MS Excel, MS Power Point)
Operating System:	Mac, Windows – XP, Vista 7

Character Reference

Applicant will furnish appropriate references with complete contact details upon request