



Ullrich G. Lariosa

Address: 803 Sultan Belshalat Building, Al Barsha Heights, Dubai, United Arab Emirates

Phone number: 971 581 262 284

email address: aace234@yahoo.com

Employment History:

Contact center Team Supervisor at Awesome OS E-commerce account (July 2017 – January 2019)

- Handle a team of 9-10 customer service representatives making sure they are following correct call, email and chat procedure as well as making sure we hit our KPI's.
- Help them with their HR related requirements and requests like leaves, resignations among others.
- Coach them on key areas to improve on and update them on any new procedures or processes.
- Coordinate with the Account Manager as well as direct contact with the client should there be any issue found or any processes need revising or improving.
- Take escalation or escalated concerns from irate customers and make sure a more suitable resolution to their concerns is processed.

Contact center Product Trainer at Awesome OS E-commerce account (December 2016 – June 2017)

- Train new hires in batches of 10-20 representatives on the process and introduction of the brand or client we are servicing.
- Making sure all new hires have submitted all the necessary requirements to start working legally in the company.
- Help in screening candidates to hire during the interview process.
- Assist in organizing team building activities, outings to build team relationships and ensure a healthy working environment.
- Training new hires on the KPI's, how to hit them, as well as discuss compensation and bonuses for doing so.

Customer Service Representative at Awesome OS E-commerce account (July 2016 – November 2016)

- Answer calls, email, chats and respond to messages on social media regarding customer service requests and inquiries.
- Knowing when to handle a request or escalate to supervisor or transfer to the correct department.
- Hitting the KPI's as required by the client to ensure professional and correct workflow.
- Upsell when possible.
- Keeping customers happy.

Technical Support Representative at Conectys (Sep 2014 – March 2015)

- Answer calls, email, chats regarding customer service requests and inquiries. Mainly supporting customers wanting to connect to the Hotel wifi.
- Knowing when to handle a request or escalate to supervisor or transfer to the correct department.
- Hitting the KPI's as required by the client to ensure professional and correct workflow.
- Keeping customers happy.

Customer Service Representative at Teleperformance Hotel, Flights Account (February 2013 – January 2014)

- Answer calls, email, chats regarding customer service requests and inquiries. Mainly supporting customers hotel and flight bookings and inquiries.
- Knowing when to handle a request or escalate to supervisor or transfer to the correct department.
- Hitting the KPI's as required by the client to ensure professional and correct workflow.
- Upsell when possible.
- Keeping customers happy.

Skills:

- Microsoft Office
- Adobe Photoshop, Audition, Premiere and After Effects
- Livestreaming through facebook, youtube and twitch via OBS
- Excellent Communication Skills
- Hosting events
- Quick learner
- Coaching and Teaching
- Zendesk

Educational attainment:

College: Saint Dominic Savio technical Institute (NC III Visual Graphics and Design) – June 26, 2011