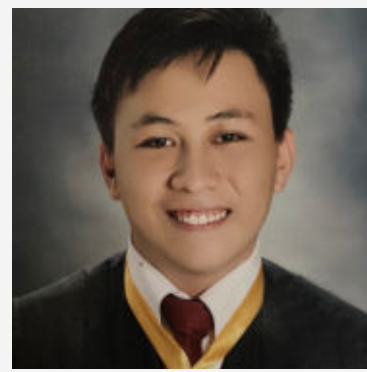


JHANREY RABILAS



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Bag.ong Dan, Yati, Lilo-an, Cebu

SUMMARY

An experienced QA and Training Specialist with a demonstrated history of working in the outsourcing/offshoring industry. Skilled in Management, Business Strategy, Leadership, Business Process Outsourcing (BPO), and Team Leadership, seeking to obtain employment with a company that offers a positive atmosphere to learn and implement new skills for the betterment of the organization.

EDUCATION

Benedicto College - Main Campus

BS Business Administration
Human Resource Development and Management

CERTIFICATIONS

- Personal Effectiveness Training
- Leading at a Higher Level
- 7 Habits of Highly Effective People
- Time Management Training
- Coaching Training
- Mentor Training

SKILLS

- Interpersonal Skills
- Leadership Skills
- Problem-Solving
- Computer Literacy
- Strong Communication
- Training and Quality Management
- Training Needs Analysis
- Total Quality Management
- Virtual Assistant
- Sales
- Customer Service

PROFESSIONAL EXPERIENCE

Training and Quality Assurance Specialist

Live2Sell, Inc. | Feb 2020 - April 2022

- Responsible for Pre- Process and Process trainings
- Creates learning experiences that equip new and long-term associates to excel in their work environments through expert classroom instruction, on-floor mentoring and one-to-one skills coaching.
- Modifies and presents training programs for representatives/agents.
- Tracks and analyzes training programs by examining agent performance.
- Recommends changes to training programs.
- Executes tasks and responsibilities mandated by the Training Supervisor.
- Delivers other functions if deemed necessary as far as training is concerned
- Coordinating with operations by sending out Real-Time Auto Fail reports, End of day scores, weekly scores, and monthly scores.

Customer Service Representative

MySource BPO Solutions, Inc. | Oct 2022 - Jan 2023

- Ensuring all incoming calls regarding account queries from Domestic Customers are answered in a timely fashion.
- To resolve issues/queries effectively and to escalate to relevant departments where necessary.
- Excellent phone manner required to establish rapport and good relationships with customers.
- Continuing development of the domestic accounts processes to facilitate a completely streamlined service for customers.
- General Credit Control duties.
- Ad hoc duties as requested by the Manager.

General Virtual Assistant

MySource BPO Solutions, Inc. | Jan 2023 - Aug 2023

- Answer phone calls and respond to emails.
- Schedule appointments.
- Make cold calls to generate leads from a provided spreadsheet.

Corporate Training and Quality Assurance Analyst

Cebu Tele-net Philippines Corp. | Aug 2023 - July 2024

- Conduct needs assessment and identify performance gaps, implementing training best practices to ensure alignment with company needs.
- Administer training for designated customer groups with the ability to deliver, project and motivate trainees through effective training methodologies both in group and individual classroom dynamics.
- Executes tasks and responsibilities mandated by the Head Trainer.
- Performs other related duties as assigned or requested.
- Track key quality assurance metrics for improvement strategies.
- Monitor KPIs, track quality metrics and provide regular analytics reports to upper management.
- Make recommendations on process and policy improvements from reports.