**Dawtie Roulette T. Painandos**

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Talented Operation Supervisor versed in business and employee management. Offering 12 years of experience in BPO industry. Decisive and strategic problem solver with the excellent communication and planning abilities. Versatile Operation Supervisor adept at taking on routine and complex business challenges with a resourceful and creative approach. Recognized as a driven, dedicated and hardworking leader with a history of streamlining operations and increasing efficiency.

**Skills**

Project management

Operations management

Timeline management

Deadline oriented

Performance improvement

Efficient multi-tasker

**Work History**

07-2010 **Operations Supervisor**

03-2019 Qualfon Philippines Inc. – Cebu City

* Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness.
* Performed root cause analysis in deficient areas to identify and resolve central issues.
* Lead associate focus group and meetings to obtain suggestions, address concerns or issues and faster positive relations among team members and management.
* Created and implemented strategies for improving operational efficiency and accuracy.
* Motivated daily and weekly key performance indicators to maintain on-track status.
* Motivated and trained employees to maximize team productivity.
* Reviewed and assessed ongoing operations, developing initiatives for continuous process improvement.
* Enforced quality assurance protocols to deliver ideal customer experiences.
* Applied performance data to evaluate and improve operations, target to current business condition and forecast needs.
* Reviewed performance data to monitor and measure productivity, goal progress and activity levels.

04-2010 **Quality Assurance Analyst**

07-2010 Qualfon Philippines Inc. – Cebu City

* Supported company in maintaining work environment focused on quality, communication, collaboration, integration and teamwork.
* Evaluate agent calls daily by listening to their call recordings to ensure their follow guidelines, procedure, processes and provide excellent customer service.
* Provide feedback and coaching focusing on improving opportunities and to come up with an action plan to avoid making the same penalization.

09-2007 **Customer Service Representative**

04-2010 Qualfon Philippines Inc. – Cebu City

* Responded to customer requests for product, services and company information.
* Answered customer telephone calls promptly and in appropriate manner.
* Interact with customers to provide information in response to inquiries about products and services, handle and resolve complaints.
* Provides technical assistance to calling customers observing proper phone etiquettes.

**Education**

06-2014 **Bachelor of Science: Business Management**

10-2014 Cebu Institute of Technology-University – N. Bacalso Avenue Cebu City

Major in Operation Management

06-2005 **Bachelor of Science: Nursing (Undergraduate)**

07-2007 Cebu Institute of Technology-University – N. Bacalso Avenue Cebu City

06-2001 **High School Diploma**

04-2005 Olutanga National High School - Solar, Olutanga Zamboanga Sibugay

* Graduated as First Honorable Mention
* President Gloria Macapagal Arroyo Leadership Awardee

**Accomplishments**

* **QA Achievement Award** – Team Dawtie (November 2017 and December 2017)
* **Outstanding Performance on the Operation - Sales** - January 2009
* Qualfon Philipines Inc. Sales Department
* **Outstanding Performance on the Operation Scorecard** – August 2008 and January 2009

Qualfon Philipines Inc. Operations Department

* **Quality Excellence Award** - March 2009

Qualfon Philipines Inc. Operations Department

**Certifications**

* Six Sigma (Green Belt) Certified
* Middle Management Training
* Call Center 101 Training
* Supervisor Academy
* Qualfon Philippines Online Core Values Program