

DYNAMIC LEADER

Accomplished and motivated Dynamic Leader with solid history in Customer Care seeking opportunity to use my expertise in performance management, team building, communication and client relations. Exceptional personality coupled with strong work ethics.

SHELLY RING-MORAIS

450-540-9945 | shellymorais1998@gmail.com

Laval, Québec H7K 1Y7

NORDIA INC: Canada's Largest Provider of Customer Service

Site Director (2016-2018) Managed a culturally diverse and fast paced call center including management of yearly budget, strategic planning, attrition, recruitment and training. Developed and implemented processes and standards for a 350+ customer service industry while managing client expectations and driving performance through service indicators.

LEADERSHIP

Commitment and Passion
Excellent communicator
Inspire others
Delegator/Empowerment
Honest and Integrity
Decision maker
Accountability

LEADERSHIP

- Introduced a performance management tracking system; 6% global improvement within 6 months
- Incorporated new communication process; attrition improved 1.7% over 3 months; absenteeism dropped by 6.1%
- Streamlined onboarding procedures between operations, recruitment and training; 90% of new hires attained 85% of KPIs within 4 weeks
- Initiated employee satisfaction activities; 65% active employees over 1+ year service; 82% recommend
- Implemented checklist for strategic planning/delivery of business metrics resulting in achieving Top Sales Site 2017/18
- Managed yearly financial budget efficiently within ratios while optimizing resources; increasing productivity by 2%
- Established yearly site targets and developed quarterly action plans to achieve forecasted performances; reducing bottom quartile by 3% from 2017 to 2018

TRANSFORMATION

Teamwork
Adaptability
Problem-Solver
Time Management
Interpersonal Skills

TRANSFORMATION

- Followed through on client initiative surpassed sales targets for inbound (121%) and outbound 3rd consecutive year with 78% activated sales
- Implemented organizational change; service level 100%
- Developed a cost saving seating strategy; productivity surpassed target by 2%

Operations Manager (2011-2016): Managed day to day operations and responsible for a team of 10 Team Managers and 215 front line employees. Delivered on all performance indicators and client expectations on Inbound Sales, Retention, Customer Billing, Technical Support, and Small Business.

LEADERSHIP

- Drove team excellence and motivation by follow up, inspects of monthly coaching strategies; bi-weekly one on ones; surpassing sales targets in retention by 105% and BRS by 121%
- Promoted a career development culture through hiring and training initiatives which led to 37.5% new Managers, 9 support experts, and development of 2 special projects
- Created and implemented employee recognition program (employee of the month, 5-year service celebration, top 10% sales) actions to enhance employee satisfaction/engagement (3.5% increase survey satisfaction)
- Implemented new Performance Management Model on Manager level and achieved 102% first call resolution and 109% sales within 4 months
- Strengthened team engagement by initiating and coordinating escape outings, luncheons, yearly offsite camping adventures; Team Manager satisfaction 87%

TRANSFORMATION

- Introduced new productivity measurement reporting on Management level; improvement retention 14.2%, small business 5.6%
- Coordinated and facilitated internal strategic planning by providing resources to support start up of a new centre; career development 3 Team Managers, 4 Support Experts, 18 Front Line staff)

IQT SOLUTIONS: Telecommunications Inbound/Outbound

Operations Manager (2009-2011)

- Managed all performance metrics for Technical Support, Back Office, Billing and 611 Services
- Created and delivered action plans for Quarterly and Weekly Client Business Reviews
- Direct reporting for 14 Team Managers with indirect reporting of 250 employees
- Streamlined performance management by revamping and introducing reporting measurable by quartiles decreasing standard deviation between 1st and 4th quartiles

NORDIA INC Team Manager (2004-2009) Employee of the Year Performance monitoring, coaching, and people management within a team of 25 employees.

CERTIFICATES/EDUCATION

Coaching Model (16 hours): Employee Engagement

Coaching Facilitator Training (80 hours)

Accredited Assessment Component of Employment Counselling (120 hours)

Core Concepts Palliative Care (3 months)

Completion Business Administrative

Secondary School