



JEVEDIAH

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

SENIOR PROCESS ASSOCIATE (CUSTOMER SERVICE/ESCALATIONS/ COACHING)

Tata Consultancy Services (TCS) | February 2024 – Present (1+ Year)

- Handles complex multi-channel customer inquiries, serves as final escalation point for sensitive cases, manages CRM queues for process stability, and trains new hires on process knowledge, systems navigation, and quality standards.

TEAM LEADER/COACH

Foundever (BPO) | September 2020 – December 2023 (3 Years, 4 Months)

- Led and coached customer service teams by managing performance, schedules, and productivity, conducting quality audits, delivering actionable feedback, and driving improvements across KPIs including AHT, CSAT, and quality scores.

FOOD & BEVERAGE SERVER

The Ascott Limited (5-Star Hotel) | December 2019 – February 2020 (3 Months)

- Delivered five-star guest service in a luxury hotel environment, prepared beverages, and ensured timely, high-quality service to meet guest expectations.

FOOD & BEVERAGE SERVER

Balboa | April 2019 – June 2019 (3 Months)

- Prepared food and beverage orders, handled cash transactions accurately, and maintained service quality in a fast-paced dining environment.

SKILLS/AREAS OF EXPERTISE

- Leadership & Coaching
- Team Management
- Performance Monitoring
- New Hire Training
- Quality Assurance
- Feedback Delivery
- Customer Service
- Complaint Handling
- Multichannel Support (Voice, Chat)
- Conflict Resolution
- Customer Satisfaction (CSAT)
- Case Management
- Escalation Handling
- Process Monitoring
- KPI Management (AHT, Quality, CSAT)
- Organization & Time Management

TECHNOLOGY

- Salesforce
- CRM Systems
- Microsoft Teams
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

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