



HOWELL

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

OUTBOUND SALES REPRESENTATIVE/CUSTOMER SERVICE

OutPoster | June 2025 – October 2025 (5 Months)

- Conducted outbound calls for local transport and moving service inquiries, verified customer information, matched customers with service providers, delivered high-quality customer experience, and achieved monthly sales and talk-time targets.

TEAM LEADER

Asurion Philippines | July 2022 – November 2024 (2 Years, 5 Months)

- Led and coached 15 tech and sales experts to meet KPI and client requirements, monitored daily sales and quality performance, and drove improvements in AHT, CRT, customer experience, and revenue metrics.

SENIOR TEAM LEADER

TaskUs (Alltrue) | April 2018 – May 2022 (4 Years, 2 Months)

- Managed voice, chat, and email operations by analyzing KPIs (CSAT, QA, AHT, SLA), leading staffing strategies, conducting business reviews, strengthening client relationships, and implementing knowledge base, escalation, and calibration frameworks.

TEAM MANAGER

Conduit Global – Verizon Wireless Prepaid | July 2015 – July 2017 (2 Years)

- Managed a team of 12 representatives targeting 90%+ customer experience metrics, delivered real-time coaching, mentored emerging leaders, and collaborated with training teams to improve performance.

TEAM MANAGER

IBEX Global – DirecTV | January 2015 – July 2015 (7 Months)

- Led 16 agents, ensured compliance with client standards, conducted daily KPI analysis, and improved NPS and FCR through structured coaching.

TEAM LEADER

Concentrix (Convergys) – OPTUS | January 2012 – January 2015 (3 Years)

- Supervised 16–20 agents, exceeded monthly NPS targets, conducted root cause analysis and action planning, managed staffing and scheduling, and facilitated client calibration sessions.

TEAM LEADER

Teletech – Telstra | September 2006 – January 2012 (5 Years, 4 Months)

- Delivered consistent performance across NPS, FCR, and AHT metrics, led coaching initiatives to improve customer engagement, and participated in client strategy meetings.

QUALITY SPECIALIST/CUSTOMER SUPPORT

Teletech / Verizon / BSKYB | January 2006 – September 2006 (9 Months)

- Evaluated calls, conducted calibration sessions, provided quality insights, and performed DSL technical troubleshooting for Verizon clients.

CONTENT TRANSCRIBER

SPI Global | May 2002 – August 2005 (3 Years, 4 Months)

- Maintained 95%+ transcription accuracy while scanning, proofreading, and digitizing research documents.

SKILLS/AREAS OF EXPERTISE

- Customer Experience & Quality Management
- CSAT, NPS, QA & FCR Optimization
- Behavioral Coaching & Call Calibration
- Root Cause Analysis & Action Planning
- Escalation Management & Resolution
- Team Leadership (15–20+ Agents)
- Performance Coaching & Talent Development
- Cross-Functional Collaboration
- Outbound Sales & Lead Conversion
- Revenue Analysis & Forecasting
- SLA & KPI Management (AHT, CRT, Productivity)
- Workforce & Staffing Coordination
- Business Reviews (WBR, MBR, QBR)
- Process Documentation & Optimization
- Knowledge Base Development
- Calibration Frameworks
- Continuous Improvement Initiatives

TECHNOLOGY

- Hubstaff
- Zoho CRM
- HubSpot
- Siebel CRM

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