



ALTAIR

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WORK EXPERIENCE

OPERATIONS TRAINER

BagoSphere | February 2024 - Present

- Conducts training sessions to develop BPO-related skills, mentors trainees, and collaborates with stakeholders to ensure job readiness and training effectiveness.

SENIOR TRAINER

IGT Solutions | July 2022 - January 2024 (1 Year, 6 Months)

- Led training programs for airline and travel account teams, focusing on customer service and reservations; supported both new hires and experienced agents to enhance performance.

LEARNING SERVICES SPECIALIST

Telus International Philippines | April 2021 - June 2022 (1 Year, 2 Months)

- Designed and facilitated onboarding and upskilling for Uber food delivery support, focusing on service quality and training optimization.

PRODUCT TRAINER

Concentrix | November 2018 - April 2021 (2 Years, 5 Months)

- Delivered product and customer service training for e-commerce clients, supporting both voice and non-voice teams in technical and communication skills.

CHAT SUPPORT REPRESENTATIVE

Convergys | January 2018 - November 2018 (10 Months)

- Handled e-commerce customer inquiries through non-voice support, providing product assistance and issue resolution.

SKILLS/AREAS OF EXPERTISE

- Training and Development
- Customer Service
- Recruitment
- Onboarding

TECHNOLOGY

- Google Workspace
- Slack
- Salesforce

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