

Denzell Dorian Sjogreen Martinez

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Analytical, results oriented and self-motivated professional that is used to work under pressure, with more than 7 years in the BPO industry.

➤ Education

- 2014 – Diocesano Inmaculada Concepción: Bachelor of Science and Letters.

➤ Computer Packages / Languages

- Advanced English
- Advanced Spanish
- MS Office

➤ Work Experience

Position: QATT, Sitel Sept 2022 - Currently

- Supervise Quality Assurance performance in daily activities.
- Track quality trends office wide, reporting any problems to Training and Quality Coordinator/Manager, Site Manager, and appropriate Manager(s).
- Provide statistics on call center performance.
- Maintain communication between Quality, Training Department and Operations.
- Work with Site Manager, Training and Quality Coordinator/Manager in communicating quality auditing results.

Position: Sales Agent, Sitel Aug 2021 - Sept 2022

- Direct sales to consumers
- Service first before selling
- Make sure sales are entered appropriate in the system

Position: Operations Supervisor, Onelink Dec 2020 – Jun 2021

- Carry out monitoring and periodic calibrations with internal and external CLIENTS
- Deliver paperwork to HR and WFM department
- Personnel administration
- Support in the Recruitment department interviewing new applicants - Coaching and providing feedback to personnel in charge.

Position: Tier 2 Sales Investigator, Onelink 2020 - 2021

- POC between Ops and Other Staff members
- In charge of auditing sales to make sure agents follows company/CLIENT procedures
- Daily report to Ops on daily findings and recommendations
- Monthly report to Ops and Quality department

Position: Sales Agent in English and Spanish, Onelink 2019 - 2020

- Direct sales to consumers
- Exceed monthly sales goal
- Design and provide the best product suitable for the customers.
- Coordinate the purchase and provide post sales follow-up

➤ Personal References

- Melissa Lopez – ***Operations Coordinator WEBHELP*** - Cellphone 8980-1252.
- Javier Antonio Romero Calero – ***Sales Supervisor MONISA S.A*** - Cellphone 8719-9414.
- Maynor Gaitan – ***Business Administrator*** - Cellphone 8571-6941.