

Jonella Vargas

Urb. Caribe Gardens A10 Calle Violeta Caguas, P.R. 00725 | 787-949-9880
jonella.vargas@gmail.com | jonella.vargas@atento.com |

WORK EXPERIENCE

Call Center Operations Coordinator

Atento Puerto Rico - MMM CS

February 2022 to Present

- Determine call center operational strategies by evaluating team results and objectives.
- Manage quality assurance programs, strategize process improvements and provide continuous development for the leadership team.

Performance Management Trainer & Auditor

Atento Puerto Rico - MMM CS

November 2021 to February 2022

- Train and audit the management team in the PM method to evaluate the efficiency of the organization's processes and work toward aligning these with the business objectives.

Call Center Operations Coordinator

Atento Puerto Rico - BBVA, DMI, FEMA & OFP

August 2011 to November 2021

- Conduct staff performance reviews, assess needs, cost/benefit analysis and other operational strategy assessments.
- Meet financial targets by estimating performance requirements and preparing annual budgets.
- Aid human resources department in recruitment process by interviewing potential hires and outlining clear job expectations.
- Maintain consistent professional improvement, tracking call center trends and active participation in team and leadership projects.

EDUCATIONAL BACKGROUND

Universidad del Turabo

Gurabo Puerto Rico

Associate Degree in Biotechnology 2009

Magna Cum Laude

Performance Management Certification

PROFESSIONAL SUMMARY

Highly qualified Operations Coordinator with +8 years of management experience in the customer service industry for US & PR based companies in the fields of banking, health and communications. Experience working with Operational & Quality Performance to ensure KPI compliance. Excellent leadership management with expertise in planning, executing and follow up on action plans to drive results.

SKILLS & PROFICIENCIES

- Fluent in Spanish and English
- Strong project management skills
- Collaboration and teamwork skills
- Leadership skills, goal-setting and monitoring progress
- Great strategic planning and problem-solving skills

ACHIEVEMENTS

Received Nomination for the Award

Leading Compass - 2019

Atento Puerto Rico

Employee of the Year - 2014

Atento Puerto Rico