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## **Alee-Marie Pérez**

### **Summary of Qualifications:**

Strong verbal and written communications skills. Efficient in problem solving, team player and conflict resolution. Proven leadership, highly qualified and ability to work under pressure with minimal supervision in a multi-cultural environment and with excellent interpersonal skills. Able to maintain respectful, effective and cooperative working relationships. Adept at handling special informational projects, including report generation for staff, management and clients. Analytical abilities. Interpret and apply laws, rules, regulations policies and guidelines. Adaptation to business changes and short-term decision making. Computer literate with Microsoft office. Excellent knowledge of call center technologies and capabilities. Bilingual. English and Spanish, oral and written.

### **Education:**

#### **University of Phoenix – Guaynabo P.R**

2010-2012

Bachelor's degree- Science in Business

#### **Universidad Del Turabo - Gurabo, P.R**

2005-2007

Business administration-Management

#### **University of P.R - Rio Piedras, P.R**

1996 - 1997

Business administration-Office systems

### **Professional Experience:**

#### **Atento de Puerto Rico – Caguas P.R**

2019 – Present

#### ***Human Resources Manager***

Develop and implement HR strategies and initiatives aligned with the overall business strategy.

Manage the recruitment and selection process

Bridge management and employee relations by addressing demands, grievances or other issues.

Support current and future business needs and opportunities through the development, engagement, motivation and preservation of human capital.

Develop and monitor overall HR strategies, systems, tactics and procedures across the organization.

Nurture a positive working environment.

Administer and oversee employee benefit programs.

Ensure legal compliance throughout human resource management.

Develop clear policies and ensure policy awareness.

Handle workplace investigations, disciplinary and termination procedures.

Develop strategies for motivation and retention.

Interpret and advise on employment legislation.

Assure employees work in a safe environment, follow safety requirements; monitor and assure compliance with regulations and other legal requirements.

Develop and monitor an annual budget.

Coordinate all Human Resources training programs.

Lead company compliance with all existing governmental and labor legal and government reporting requirements including EEO, ADA, FMLA, workers comp, OSHA, among others.

Manage employee communication and feedback through employee satisfaction surveys, employee focus groups, and intranet use.

**Atento de Puerto Rico - Caguas P.R**  
**2013 - 2019**  
***Operations Manager***

Manage a staff of Services Coordinators, Supervisors and over 300 agents.  
Handle customer service and outbound/inbound sales projects.  
Direct and control the fulfillment of established objectives, client's requirements and established company standards.  
Work with performance against financial parameters, and monitors and reports on budgetary aspects.  
Develop revenue and profitability projections.  
Permanent evaluation of service quality to maintain and improve the achieved levels.  
Guarantee the compliance of the client's requirements and sizing the resources needed, maintaining a competitive cost scheme.  
Procure the client's satisfaction, act like a communication channel with the client reporting the operational progress of the service.  
Manage escalation process and ensures client satisfaction in issue resolution.  
Identify operational obstacles and propose improvement applications and tools in work procedures.  
Manage the human resource, creating, maintaining and assuring a high motivation, promoting the teamwork and prioritizing customer orientation.  
Evaluate direct reports and provides formal counseling and mentoring to staff.  
Provide direction to the team through objective setting and overall performance management in order to meet contract requirements/customer expectations.  
Develop operational reports and presentations and participate in the Business Committee in the specific management of the services.  
Participate in the design and startup of assigned projects and manage the implementation ensuring compliance with all requirements and deadlines.  
Assure the motivation of the employees in charge and the work environment in general.  
Define and approve the recruitment requirements for each service.  
Detect business opportunities with current services.

**Atento de Puerto Rico - Caguas P.R**  
**2005 - 2013**  
***Service Coordinator***

Customer service and sales projects.  
Supervise the supervisors and other personnel in charge. Plan, assign and direct the work and evaluate performance Direct and control the fulfillment of established objectives  
Propose improvements in the service process, phraseology and procedure in the attention offered in a call.  
Assure the execution and compliance of all the policies of the company.  
Analyze and evaluate the results of traffic and quality of the projects applying the corrective actions if necessary.  
Participate in the design and startup of assigned projects and manage the implementation ensuring compliance with all requirements and deadlines.  
Develop revenue and profitability projections.  
Identify operational obstacles and propose improvement applications and tools in work procedures.  
Evaluate direct reports and provide formal counseling and mentoring to staff.  
Provide direction to the team through objective setting and overall performance management in order to meet contract requirements/customer expectations.  
Assure the motivation of the employees in charge and the work environment in general.  
Define and approve the recruitment requirements for each service.

**Atento de Puerto Rico - Caguas P.R**

**2000 - 2005**

***Supervisor***

Customer service and sales projects.

Supervise the agents in charge. Plan, assign and direct the work; evaluate performance; reward and discipline employees and solve problems.

Control the incorporation, daily assistance of the employees, informing the Service Coordinator for necessary adjustments.

Assure the fulfillment of the quality levels and the productivity established for the service, correcting the defects that may occur.

Comply with the internal regulations contemplated in the quality system of the company.

Resolve employee's enquiries and attend escalated supervisor calls from customers.

Assure the motivation of the employees in charge and the work environment in general.

**Telefónica - Guaynabo P.R**

**1997 - 2000**

***Customer Service***