



Experience

● October 2021 - Present

Entertainment Benefits Group (EBG)

Vice President, Customer Experience

- Execute against the expansion of our BPO footprint across the Philippines and Guatemala, introducing 3 centers between 2 different BPO partners.
- Spearheaded the execution and launch of three new lines of business within our BPO framework, including the development of training, IVR technology, operational processes, reporting, and QA expectations. All projects delivered ahead of schedule, exceeding expectations.
- Establishing our Operational Optimization Team, utilizing data analytics to identify and rectify operational and customer impacting defects; collaborated intensively with the product team to strategize and successfully propose system enhancements, driving operational efficiency and enhancing the customer experience.
- Led the transformation of contact center performance reporting from Excel to PowerBI, driving operational excellence and ensuring compliance to BPO performance expectations.
- Spearheaded the transition to the Five9 telephony system, acquiring certification and leading IVR development and ongoing system maintenance for both internal and external users.

● June 2019 to October 2021

Entertainment Benefits Group (EBG)

Director, Customer Experience - QA, Online Reputation & Operational Training

- Effectuated transformative changes in training by introducing a progressive training system, emphasizing practical experience and interactive engagement, yielding more confident and proficient trainees and saving \$2.7 million annually in onboarding and training.
- Elevated trainee completion rates from 15% to 87% within six months by revamping the training methodology.
- Reestablished our Standards of Excellence.
- Successfully unified the previously fragmented QA and training departments, ensuring streamlined communication and cohesiveness.
- Pioneered a proactive approach to online reputation, extending EBG's reach and maintaining improved brand image across multiple digital platforms.

● January 2019 to June 2019

Entertainment Benefits Group (EBG)

Senior Manager, Quality Assurance & Online Reputation

- Managed the online reputation across multiple platforms, proactively driving customer engagement and ensuring positive brand representation.
- Spearheaded a QA overhaul, simplifying evaluation metrics and ensuring uniformity in performance expectations, thereby elevating service standards.

● July 2018 to January 2019

Entertainment Benefits Group (EBG)

Senior Manager, Customer Care

- Directed 7 managers in addressing excessive hold times, achieving a reduction from over 3 hours to within SLA parameters.
- Spearheaded process optimization efforts to enhance customer service.
- Utilized workforce management tools for better staff scheduling and workload distribution.

● November 2017 to July 2018

Entertainment Benefits Group (EBG)

Manager, Quality Assurance & Online Reputation

- Initiated the company's first QA team, developing foundational QA criteria.
- Managed online reputation on platforms like BBB and Consumer Affairs.

Contact

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Education

2020

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References

Available Upon Request