



JILLIAN JAYE COLINA

PROCESS TRAINER

A goal-driven individual with 4+ years of experience in customer service, employee relations, training, successful planning, new-hire management, upskilling, and performance management. Highly knowledgeable about training methods used in stratagem, designing and delivering successful programs in adult learning.

EXPERTISE

- Process Training
- Customer Service
- Administrative Task
- Critical Thinking
- Leadership

EDUCATION

- 2017-2018 **Gun-ob High School**
Junior High School
- 2019-2020 **University of Cebu**
Senior High School (STEM)

LANGUAGE

- English
- Filipino
- Cebuano

WORK EXPERIENCE

- 2019-2020 **Service Crew**
Golden Arches Development
 - Kitchen personnel. Prepares McDonald's world-class meals.
 - Partners with other crew and managers to meet daily goals.
 - Ensuring compliance with quality Gold-standards procedures in food preparation.
 - Keeping station clean and hygienic.
- 2020-2021 **Customer Service Representative**
Tech Mahindra / UPS
 - Providing accurate information about client products and services.
 - Handling customer calls despite difficulties with customers' emotions in a courteous and business-like manner.
 - Assisting customers with their inquiries about their packages and how to manage them.
- 2023-2024 **Process Trainer**
ResultsCx | Comcast
 - Delivers training
 - Ensures all class objectives are achieved and learning curve performance metrics are achieved per the pre-defined plan.
 - Works hand in hand with clients ensuring that the current process is updated and aligned.
 - Creates content training materials with an emphasis on e-learning and virtual classrooms.
 - Sends process reminders and knowledgebase questions to operations to implement reminder guides with existing processes.

CERTIFICATE

- Guide to Facilitating**
Tech Mahindra 2023
- Set the Learning Environment**
UPS University 2023
- Prepare for Instruction**
UPS University 2023

CONTACT

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