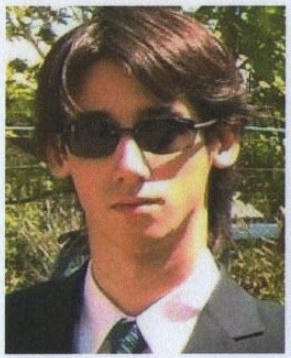
Client Recognition

Nicolas Gonzalez



Nominated by: Javier Valle

Nicolas started as a collector a few months ago in Argentina and is the only collector working hand in hand with sales. This improves communication and fosters transparency but it also implies he has to withstanding a huge amount of pressure from account managers, since many of them are constantly pushing him to exclude their customers from the suspension process. He is managing one of the toughest and most complicated portfolios I have seen in collections to date, because customers in LATAM have complex internal processes and have to deal with different WHT policies, but he managed to reduce 30+ aged debt from 15% in December 2016 to 9% in March 2017, and it looks like we are on the way to reach only 5% by mid Q2. This has been thanks to Nico's superb dedication, great customer service, and the tailored processes he designed to reduce AM time spent in collections and, ultimately, reduce aged debt. Finally, he is the only agent that has reached 3 hrs TTFR (total time first response) and 15 hrs TRT (total resolution time), while keeping CSAT consistently over 90%.

Gold Star

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Nicolas Gonzalez



Nominated by: Thiago Lemos da Silva

In the last 9 months Nicolás has been delivering important improvements in terms of collections, quality and relationship performance that are expected to a Pilot in one of the most challenges regions of Latin America.
Due to his performance and dedication, Google has recognized the importance of have a collected oriented to customer relationship and is replicating the model in different regions of the world with the project Metanova. We are proud to see how far he has gone and how customers and Sales trust on him.
Thank you for make this project succeed!

He has done a great job linking the policies with a very proactive and outstanding customer service, inviting different areas as sales, collections, G-tech and billing to work together and becoming the most reliable point of contact for many customers in Latin America, improving customer experience.

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Q3, 2017 All Stars Certificate of Achievement

Gold Star Award

Nicolas Gonzalez

In recognition of outstanding achievement

Manager Signature