Marcos Pailos



CONTACT

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LANGUAGES

English – Advanced Level
Spanish – Native Level

COMPETENCIES

- Active listening and effective communication
- Constant looking for new learnings
- Teamwork
- Customer orientation
- Critical thinker
- Problem-solver
- Fast Learner

OBJECTIVE

My objective is based on the possibility of finding a company that leads me to new frontiers of knowledge for a better development in my working life, where I can also express the potential and acquired baggage throughout my professional training as well as my ability of planning, organizing and direction of the operation of the business.

WORK EXPERIENCE

10/2017 – until present

Western Union Argentina

SME (Team Leader) Customer Service Center

- Assist management in the execution of the project plan and evaluate the progress and performance of operators,
- Phone onboarding and assistance support to Corporate customers that activates payment systems transfers processing, collections and checking accounts of corporate clients and point of assistance for rest of operators.
- Management of 2nd level operational issues for corporate client issues as point of contact between companies and different levels of internal areas
- Investigation assistance for transaction compliance risk following relevant legal and internal rules, especially interacting with inside department of WU related to Office of Foreign Assets Control (OFAC) Sectoral Sanctions Identifications (SSI) and assist agents on concerns about legal compliance, process reported escalations based on risk operation.

Customer Service Center Associated

- Corporate support for Entities in queries and claims of Western Union financial products (mainly Money Transfer and PagoFacil billing), assisting in the resolution of corporate operational issues.

Achievements:

-Implemented in production the case management system that combined tasks, which allowed a more detail measure of offline management SLA, which provides an improvement in response parameter and productivity
-Restructure the training process, reorganizing and updating the manuals and implementing Standard Works for each of the CSC process

02/2014 – 07/2016

Avid Technology

Team Leader

- Customer case escalation management - 2nd level escalation due to online payment issues within the store, products and/or systems, managing complex support scenarios and providing communication, incident resolution to the online store

Education

2000 - until present

Buenos Aires University
Degree: Bachelor Political Science

COMPUTER SKILL

- Windows operating system - Proficiency Level
- Communication tools (Skype, Bomgar, Avaya) - Proficiency Level
- Spreadsheets (Excel, Google Spreadsheets) – Experience level
-Escalations tools (JIRA, ASCENT, OnDemand) - Proficiency Level
- Office suites (Microsoft Office) - Proficiency Level
- Presentation software (PowerPoint, Keynote) - Experience level

ADDITIONAL SKILL

Programmer Java Developer - EnterTech project at "Plan Mas y Mejor Trabajo" (2005) Java Developer 10g

Leadership - Workshop dictated by the Attorney of Arvato Services Bertelsmann SA, where differences of style, attributes, characteristics, expectations and leadership practices were discussed. (2009)

Management Model for Customer Operations Performance Center Inc: Forecast of transactions, planning and scheduling of personnel and management in real time. Certificate by Customer Contact Consulting S.A. - COPC ® Implementation Partner. (2009)
Coaching: Coaching tactics and technique workshop offered by Arvato Services Bertelsmann S.A. (2009)

Compliance: Financial Crimes Compliance (AML/CFT), Risk Assessment, Payment Card Industry Data Security Standards (PCI DSS) and OFAC Compliance by Western Union

- Analysis of online sales for the prevention of fraud to determine case risk determining the authorization / disapproval of orders.
- Daily communication with the different web support teams in order to ensure that all relevant issues are handled within the company's specifications and standards in order to ensure compliance with daily tasks within the level of service required by the company

Achievements:

Improve the escalation system for remote support to different teams worldwide, interrelating with the different escalation departments and verifying opportunities for communication improvements / solutions implementation, in order to reduce resolution times.

07/2008 – 12/2013

Arvato Services

Projec Leader Avid Store Support (January 2010 - Dec 2013)

-Responsible for coordinating the development and implementation of the customer service project of Avid Store, managing modification requests for project and functioning as a point of escalation, assuring the deadlines and level of customer service , assigning the necessary resources, billing control and management of relations with a wide range of groups, including internal and external clients; responsible for managing the work of the auxiliaries, allocating and using resources efficiently and maintain a cooperative, motivated and successful team

Back up Supervisor Banco Itau for Arvato Services SA (Sept 2009-Dec 2010)

-Management of sales executive's team for banking products in order to avoid reprocessing, delays and fraud, contributing to attract new customers, after sales follow up for verification of observed and/or stagnant products, in addition to performing random audits of all products sold by executives

Supervisor Microsfot Xbox for Arvato Services SA (July 2008 - December 2009)

-Monitoring and reporting-agent's performance (productivity indices, drop rates, pre-sales and quality ratios, presenteeism)

-Responsible for monitoring policies and procedures to ensure quality and customer satisfaction with the product service accordance and manage training modalities for agents.

Achievements (as Project Leader for Avid Store Support):

-Achieve promotion to the position of Project Leader. During my tenure, I increased customer response times by 15% while maintaining the parameters and restructuring the staffing and reduction of the team during the evolution of the project cycle.

-Developed a more efficient system for evaluating proposals for improving the project, in order to improve productivity and maintain the levels of customer satisfaction requested.

-Provided support for several projects as backup, maintaining the metrics and resolutions of the main Project