

# HILLARIE GERVACIO

Assistant Team Lead

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## PROFILE

I am an Assistant Team Lead with over 5 years of experience in the industry. I have a proven track record of success in managing teams and projects. I am a highly motivated individual who is always looking for new challenges. I am also a very organized person and have excellent time management skills.

## LINKS

[linkedin.com/in/hillariegervacio](https://www.linkedin.com/in/hillariegervacio)

## SKILLS

Communication

Organization

Time Management

Prioritization

Delegation

Conflict Resolution

Mentoring

## LANGUAGES

English

Bengali

## HOBBIES

Organizing

Crafting

Reading

## EMPLOYMENT HISTORY

### Assistant Team Lead at Amazon, CT

Mar 2022 - Present

- Led a team of 8 customer service representatives, responsible for providing support to clients through inbound and outbound calls.
- Answered an average of 120 calls per day, while ensuring quality standards were met.
- Trained new hires on company procedures and call handling protocol.
- Resolved escalated customer issues by troubleshooting problems and finding creative solutions.
- Recognized by management for outstanding performance with consistent positive feedback from clients.

### Assistant Manager at Google, CT

Sep 2017 - Feb 2022

- Led a team of 10 in successfully completing a project ahead of schedule by 2 weeks.
- Trained 3 new employees on company software and processes, resulting in increased efficiency on the sales floor.
- Implemented a new customer loyalty program that resulted in an increase of 5% in return customers.
- Negotiated with vendors to lower costs of supplies by 15%, saving the company \$2,000 per month.
- Recognized by upper management for exemplary performance during peak season, managing 150% more volume than average without compromising quality.

## EDUCATION

### Associate's degree in Business Administration at Central Connecticut State University

Aug 2013 - May 2017

I've learned how to manage a business, including its finances, marketing, and operations.

## CERTIFICATES

### Certified Scrum Master

May 2021

### Certified Agile Project Manager

Mar 2020

## MEMBERSHIPS

American Management Association

Society for Human Resource Management