



Oshaine Michaels

11 PETER PAN AVE, BRANDON HILL, MONTEGO BAY, JAMAICA

+1 (876) 408-7943 # FLIP@OHMICHAELS.COM # <https://www.linkedin.com/in/fliptvjm/>

Summary

Initiative-taking and enthusiastic leader. Guided by goals and striving to do the best at whatever task undertaken. I aim to be a subject matter expert. Wear many hats, but this is a good thing because this translates into great flexibility.

Highlights

- Knowledge of Six Sigma/Lean Processes
- Direct experience in Contact Center Operations (Customer Service, Sales, and Collections)
- Excellent knowledge of statistical concepts and their application to operations along with expertise in the use of technical/statistical tools to drive quality and process improvement
- Ability and desire to relocate to take advantage of future growth opportunities
- Strong communication and presentation skills
- Staff leadership and development
- Team Management
- Strategic and financial planning
- Accurate forecasting
- Process implementation
- Business performance improvement
- Proficient in Excel and Office 365 Suite Products, Zendesk, Oracle RightNow, and Salesforce.

Experience

OPERATIONS MANAGER-- 11/2021 to 3/2023

CONTACTPOINT360 -Customer Service, SALES and Collections, MONTEGO BAY, ST. JAMES

I recently served as head of the department for multiple campaigns and as the primary point of contact for client communications. Overseeing Collections, Customer Service and Sales projects, reporting directly to the Site Director. Overseeing a direct reporting relationship of over 120 agents and support staff including Subject Matter Experts, Supervisors, Senior Supervisors and Junior Operations Manager. I was responsible for driving KPI performance and exceeding revenue targets.

BLUE HAT SALES MANAGER-- 03/2020 to 11/2021

CENTERFIELD JAMAICA- ON-THE-JOB TRAINING, MONTEGO BAY, ST. JAMES

Served as a Blue Hat Manager, sometimes called a Manager In Training specifically assigned to the OJT department where my primary responsibility involves coaching and development for new hires. My job is to ensure that all new hires are production-ready before graduating them to the production environment.

Accomplishment

- Consistently met all KPI goals set out
- Awarded team of the month for October 2020
- Maintained a graduation success rate above 85%

OPERATIONS MANAGER-- 09/2017 to 11/2019

COLLECTIVE SOLUTION- Amazon, SANDY BAY, HANOVER

I served as head of the department for the LOB managed and as the primary point of contact for client communications. Overseeing a direct reporting relationship of over 120 CSA and support staff including Team Leaders and Team Managers. In the absence of the other Operations Managers, I oversee an additional 200 CSAs.

Accomplishment

- Consistently met all KPIs and effectively managed outliers
- Awarded Shining Star for Q1 2018 by the Client
- Consistently ranked within the top 2 Sites for the LOB managed.

SUPERVISOR - 06/2016 to 02/2017

24-7 INTOUCH- LYFT, MONTEGO BAY

Served as a support staff member responsible for providing the agents on production with technical support. Answered any questions the agents may have and handled escalations. Interacted with other site leaders and the client. Coach and develop my agents to meet the expectations of the company.

Accomplishment

- Awarded supervisor of the month for the month of September 2016. supervisor of the month for the month of September. Recommended innovative alternatives to generate revenue and reduce unnecessary costs.
- Maintained top 10 ranked agents for each month.
- Deemed the "subject matter expert" for coaching and product knowledge by Training Director.

ACCOUNT MANAGER/WEBMASTER(Contract) - 01/2016 to 06/2016

BJF INVESTMENTS, MONTEGO BAY

Served as a Webmaster and Account Manager directly in charge of client communication and website maintenance.

Accomplishment

- Completed full development and launch ahead of client's expectations.
- Awarded equity stake for outstanding work.
- Maintained above 90% client satisfaction rate.

SUBJECT MATTER EXPERT/SUPERVISOR- 04/2015 to 01/2016

GLOBAL GATEWAY SOLUTION- RAKUTEN KOBO INC, MONTEGO BAY

Served as a member of the support staff responsible for assisting associates in resolving their contact and providing coaching.

Accomplishment

- Promoted right out of the training group due to my quick grasp of the information provided as well as my technical knowledge.
- Awarded employee of the quarter for Q2 2015.
- Awarded the title of “World’s Best SME” by client and manager.

LIVE CHAT AGENT/FLOOR SUPPORT (ACTING SUPERVISOR)- 12/2013 to 02/2015 **GLOBAL GATEWAY SOLUTION - NETFLIX, MONTEGO BAY**

Served as a technical customer service agent who was responsible for providing customer service as well as troubleshooting customer issues via live chat support. Later assigned the position of floor support on my team and the rest of the production floor due to my technical knowledge and performance. In the absence of one of the team supervisors, I would assume a supervisory role for the duration.

Accomplishment

- Successfully ranked amount the top agents consistently each month since employment.
- Awarded employee of the quarter for Q2 2015.
- Awarded the title of “World’s Best SME” by the client and manager.

HEAD 2D AND 3D ANIMATION INSTRUCTOR- 04/2012 to 12/2012 **SKYRES STUDIOS LIMITED, KINGSTON JAMAICA**

Served as the head 2D animation instructor at Skyres Studios where I also held the position of 3D animation instructor. Where my responsibility was to execute the course outline for each course properly and to prepare the student for a professional position in the creative/animation industries in the Caribbean. I also supervised the other animation instructors to ensure that the course outlines set out by the studios were followed to the letter.

Accomplishment

- Successfully trained over 60 animators in both 2D and 3D animation.
- Ranked among the top animation instructors in the Caribbean for the year 2012.
- Successfully and effectively executed every course outline set out by the studio.

QUALITY CONTROL MANAGER/3D HARD SURFACE MODELER- 10/2011 to 03/2012 **IDEAL STUDIOS LIMITED, KINGSTON JAMAICA**

As a 3D hard surface modeller and quality control officer, I oversaw the creation of 3D models of hard surface props and characters as is required in animation productions. It was also my responsibility to oversee the quality standard for every project sent to the clients from the creative team.

Accomplishment

- Successfully Oversaw 3 Live-Action/CGI
- Composite Commercial for a corporate telecommunications network.
- Completed over 5 video production and animated projects.

Education

BACHELOR OF SCIENCE: **COMPUTER SCIENCE** – 2020-PRESENT
UNIVERSITY OF THE PEOPLE, CALIFORNIA(ONLINE)-PENDING

CARIBBEAN SECONDARY EXAMINATION CERTIFICATE: **PRINCIPLES OF BUSINESS, MATHEMATICS, ENGLISH A, INFORMATION TECHNOLOGY, SOCIAL STUDIES** – 2005-2010
CORNWALL COLLEGE, MONTEGO BAY

Certifications

Become a Six Sigma Black Belt- **LinkedIn Learning, 2022**

Toon Boom Animation Inc.- **TOON BOOM HARMONY, 2013**