



# CARLO ANTONIO O. ORTALIZ

TRAINER – LANGUAGE & CULTURE , PRODUCT & PROCESS.

## OBJECTIVE

To obtain a position that utilizes my extensive facilitation skills and training competencies and strong organizational abilities.

## AREAS OF EXPERTISE

- Peer Mentoring
- Training Needs Analysis
- Curriculum Creation and Development
- Module Creation and Development / Design
- Basic Photo editing
- Microsoft PowerPoint
- Microsoft Excel
- Coaching
- Training and Development

## OTHER DETAILS

Birthdate: October 25, 1993.  
 Mobile: 09569183848  
 Email: carlo.ortaliz@gmail.com  
 Present Address: 275 Purok 4-A. San Antonio, Pila, Laguna, Philippines

## MAIN INTERESTS

- Music
- Online Games
- Gadgets & Tech Stuff

## EDUCATION HISTORY

Bachelor of Science, Travel Management  
 Our Lady of Fatima University, Quezon City  
 2011.

## CHARACTER REFERENCE

OLIVER CROMWELL SORIANO  
 09175306444

VISUN KIM  
 09271503183

## EMPLOYMENT HIGHLIGHTS

### CAMPAIGNS | CHANNELS HANDLED

PROGRAMS	CHANNELS
US TELCO	PHONE
US NEWS JOURNAL	CHAT
US FASHION ACCOUNT	EMAIL
UK FASHION ACCOUNT	SOCIAL MEDIA
AU CONSUMER ELECTRONICS	TICKETS
AU ENTERTAINMENT COMPANY	

### TRAINER, PRODUCT & PROCESS

Support.com | May 2021

- Lead Trainer for LATAM Program.
- Module and Training Process creation for LATAM program.

### TRAINER, PRODUCT & PROCESS

Results Companies | May 2019 – May 2021

- Conduct New Hire Training.
- Conduct Refresher Training.
- Creates modules for New Hire and Refresher Training.
- Spearheaded the launch for an account.

### TRAINER, PRODUCT & PROCESS

CONCENTRIX | March 2018 – May 2019

- Adapt teaching methods and instructional materials to meet adult learners.
- Prepare and administer written, oral and performance tests and issue grades in accordance with performance.
- Assess the progress of the trainees, map the areas of improvement and share the feedback with the participants as per the defined process.
- Conduct New Hire Training.
- Conduct Refresher Training.
- Create modules for New Hire and Refresher Training.
- Works in a team and extend cooperation to different departments to create conducive & cohesive training environment.
- Tracker Management for all New Hire and Recursive Training.
- Manages date and creates reports capturing areas of opportunity in agent performance.
- Creates and updates Training Curriculum.

### TRAINER, PRODUCT & PROCESS

TRANSCOM WORLDWIDE, BACOLOD | March 2015 – March 2018

- Conduct New Hire Training.
- Conduct Refresher Training.
- Create modules for New Hire and Refresher Training.

### OPERATIONS SUPERVISOR

TRANSCOM WORLDWIDE, BACOLOD | August 2016 – March 2017

- Made sure performance & motivation is driven for assigned agents.

### SUBJECT MATTER EXPERT

TRANSCOM WORLDWIDE, BACOLOD | February 2014 – March 2015

- Supported US Telco Account for Cable, Internet & Phone Service.

### TECHNICAL SUPPORT

TRANSCOM WORLDWIDE, BACOLOD | September 2013 – February 2014

- Supported US Telco Account for Cable, Internet & Phone Service.

I certify that all of the information stated above is accurate. I am looking forward to speaking with you further about this job opportunity.

Please let me know if you have any questions about my qualifications.