

SYNTHIA AI BPO

"Performs like a MACHINE,
Communicates, Integrates and Connects
like a HUMAN"





About Harrison Kern

Harrison-Kern Group's mission is to Boost Profits and Make a Difference.

The difference we want to make inside of our mission is to transform the lives of our disadvantaged people here in the Philippines. People who are involved in sex working activities, alcohol addiction, etc., or anyone who wants to change their career. We work to open the door of opportunities for them, but we need more clients to make this work. We are just a small company but we have a big heart, for our clients and for our less fortunate people.

We have offices in the Philippines, India, and Melbourne and from there we develop highly trained staff to deliver quality services. (we run the company in the Philippines under Anton Dian's management) making sure that we get things done, on time and on budget.

Currently, we have 7 full-time employees in the Philippines. These employees are highly skilled and will lead the training and coaching to our disadvantaged people ensuring they acquire all the skills and attitudes required to work with our clients confidently.

Our team are not ordinary, not just working for their own best interests. Many businesses work only to gain profits and clients, however Harrison-Kern are unique. We strive to build a relationship with our clients, and at the same time provide our special team with a new future.

We prioritise integrity and communication as our companies ultimate stand. To work with Integrity is how we build relationships and keep them for the long term.

Synthia is highly proficient currently in the following areas:

- Accurate Invoicing
- Accurate Purchasing
- Books flights and accommodations
- Builds reports for the Call Centre Dept, working with the call center manager
- Calendar/Appointment management for Installation Teams and Development Teams
- Completes government paperwork i.e. for electrical work with 100% accuracy
- Creates new users in systems and trains them in how to use those systems
- CV Conversion, document conversion, i.e. change a document format to match a new template and layout, including understanding the content and re-arranging it.
- Ensures staff sign employment agreements, and new policies
- Follows up outstanding debtors
- Handling online inbound customer enquiries
- Joins in training sessions, recording them, and then builds instructional documentation
- Logging new jobs into various systems and double-checks for details integrity
- Looks for incomplete paperwork and holds the team to account for the integrity
- Manually adds sales leads to CRM where auto systems fail
- Obtains quotes, and purchases items where required, i.e. new fire extinguishers
- Pays bills
- Performs Website design, updates, and Graphic Designing
- Project Management accountability
- Project Updates
- Provides daily updates to the directorship team
- Provides HOURLY updates for critical KPIs for departments
- Reconciles bank accounts
- Restores integrity with staff or clients when things are not on the schedule
- Reviews video footage for SWMS compliance
- Social media customer interaction and escalation
- Social Media Marketing Posts
- Sources insurances
- Tracking team timesheet, a summary of attendance and accountability
- Tracks job profitability and raise alerts when there are red flags
- Transcribes meeting audio into a google/word doc
- Works on compliance issues with the operations team
- Works to bring integrity to the data structures of ANY software. Fast learner
- Writes blogs
- Downloading youtube videos, simple edits and adding subtitles
- And a lot more...