**VLADAN ▫ PHIL ▫ FILIPOVIC**

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**CUSTOMER SERVICE SUPERVISOR / CALL CENTRE SPECIALIST**

**Highlights of Qualification**

* Goal oriented, dedicated and reliable Customer Service Professional with 10+ years of outstanding experience in customer service and sales, and three years in an inbound/outbound Call Centre setting
* Demonstrated ability to determine and accommodate customer needs providing effective solutions leading to both cost savings and customer loyalty
* Social media savvy marketing enthusiast with a passion to perform and active drive for user experience
* Excellent communication and interpersonal skills resulting in exceptional client relations
* Proficient in MS Office Suite; Sugar CRM, AMDOCS CRM, Blueprints, OneSource Interaction Manager, ZenDesk, ActiveCollab, Voxco CATI, ConfirmIt CATI, DASH, Avaya VOIP and Cisco Communicator in distributed cloud and VPN environments

**WORK EXPERIENCE**

**Client Retention Specialist, Outbound – Bell Mobility Loyalty Team**  May 2016 - Present
S&P Data LLC, Toronto, Canada

* As a part of Zero Churn Outbound Campaign - provided Bell Mobility subscribers with expert advice, incentives and exclusive offers for smart phone rate plan and feature choices, hardware upgrades adding value to their portfolio of services meeting or exceeding their requirements to ensure their continued satisfaction; utilized Amdocs CRM 8.1, OneSource Interaction Manager and ACS Dialer

**Business Interviewer – Customer Experience Specialist, Outbound** April 2015 – May 2016
 Greenwich Associates ULC, Toronto, Canada

* Completed 1000+telephone interviews within the scope of several syndicated and nonsyndicated brand awareness, client satisfaction and financial market research studies - speaking with personal and business clients of leading North American commercial, retail and wealth management banks

**Tele-Researcher – Call Centre Agent, Outbound** Feb. 2015 – March 2015

Project for Logit Group Inc., Toronto, Canada

* Conducted B2B/B2C telephone surveys and public opinion studies of targeted North American audiences on behalf of prominent Canadian market research firms - facilitated by Logit Group
* Utilized effective probing, refusal conversion and non-response minimization techniques with respondents to capture relevant, detail-rich data with speed and accuracy via Voxco's Interviewer CATI

**B2B B2C Fundraising Professional** (Independent Contractor) Dec. 2014 – Jan. 2015

* Involved in B2B and B2C fundraising campaigns conducted by Global Faces / CPS Fundraising Group on behalf of several charities(March of Dimes of Canada, Sunnybrook Hospital, Plan Canada)

**CRM Consultant** (Freelance) Feb. 2013 – April 2014

**Software QA** (Allied Testing Ltd, London, UK) July 2011 – Feb. 2013

* Customized corporate CRM platform to suit Allied Testing’s requirements and provided support and coaching to sales force using Sugar Professional as a tool in providing software QA services to clients
* As CRM administrator performed migration from Sugar CRMv6.18 to customised Sugar CRM v6.5 instance, liaised with Sugar Support Engineers throughout the process maintaining data integrity
* Prioritized and coordinated user acceptance testing for all roles and modules, assisted VP of Sales in sales team’s full adoption of platform’s enhanced functionalities implementing announced features

**E-Business Management Trainer** Feb. 2009 – Dec. 2010

Eurnet College, Belgrade

* Assessed students’ needs and designed personalized workshops and training modules based on thorough case study and business process analyses relevant to individual levels of expertise
* Taught principles of effective online selling, digital marketing, webshop and website design

**Customer Service Coordinator & Call Centre Supervisor** March 2007 – Dec. 2008

RKC International, London, UK

* Led a team of bilingual help desk specialists providing exceptional customer service including Level 1 and 2 technical support to 5000+registered international users
* Monitored transactions and member activities across multiple affiliated web sites in real time to assure best in class user experience, planned and facilitated online gaming events and campaigns
* Supervised incident tracking and resolution, back-office administration and generating of performance reports for senior management and affiliate network partners

**Manager of Sales**  July 2003 – Dec. 2006
Golden Temple Products Ltd., Toronto, Canada

* Managed, trained and coordinated objective-oriented sales force at two downtown retail locations
* Kept track of inventory flow on 4000+ products, performed sales and staff performance analytics
* Maintained contacts and follow up with suppliers and partners to assure product availability and timely filling of all outgoing orders scheduled for delivery and installation as per customer requests
* Directed all staff escalated critical issues towards rapid resolution allocating necessary resources
* Designed and optimised website content, validated all online orders, payments and promotions
* Researched, recommended and helped implement new product features to enhance and expand core lines of products and boost capacity to handle special orders

**Freelance Translator - Technical Writer** May 1991 – Dec. 1995

* Provided comprehensive written and oral translation and consecutive interpretationservices, offeringa wide variety of output formats - including subtitles, voiceovers and transcripts for multimediaor print

**Credit Card Department Verification Agent (Intern)** July 1990 – Aug. 1991

Banking Payment Systems Ltd.
*VISA International* Processing Centre, Belgrade, Serbia

* Responsible for detecting, documenting and reporting fraud instances utilising various software tools
* Performed redundant authorization checks monitoring all transactions for suspicious activity
* Maintained logs of unauthorised transactions, documenting each instance in detail for Fraud Analysts
* Updated and maintained physical and electronic cardholder files assuring authenticity of documentation, and kept case management system in sync with *VISA Intl.* grid warnings and alerts

**OVERVIEW OF IT SKILLS**

* Proficient in installation, setup and troubleshooting of plethora of PC hardware, software &peripherals for Windows 2000 Pro/XP/Vista/7/8/Server20XX; incident tracking, problem resolution and change management using ZenDesk and ActiveCollab as primary ITIL tools; possess thorough understanding of agile development, financial software QA methodologies; niche provider of SugarCRM custom solutions for SME; experienced in SEO and SEM, Google AdWords, Google Analytics and WebmasterTools; CMS content editing, Website Builder Tools, sMarketing integration of Social Media; working knowledge of Avaya VOIP, Cisco IP Communicator; ConfirmIt and Voxco’s Interviewer CATI, DASH; virtualization software for high-volume Call Centre platforms
* Active Dell Tech Direct Technician status - servicing Dell, Toshiba and ASUS laptops and PC’s
* Completed an Official MS Windows 2003 Server curriculum; MCP/MCSA certification pending

**EDUCATION**

**Certified Marketing Manager** 2011

SWOT Learning and Consulting, Belgrade
**Completed official MCP/MCSA curriculum in MS Windows Server Administration** 2010

Guidance Training and Consulting, Belgrade - Microsoft Certified Partner

**Certified in E-Business Management** 2009

Eunet College, Belgrade
**Professional Translator for the English Language** 1991

Association of Scientific and Technical Translators of Serbia, Belgrade
**Electrical Engineer, Associate’s Degree** 1991

University of Belgrade, School of Electrical Engineering

**REFERENCES AVAILABLE UPON REQUEST**