

JAIME J. DELGADO ARGUELLO

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Summary

Recently graduated in Business Administration (BS Hons), first class awarded, with proved **experience** as a dependable **team leader**, bringing management experience and a willingness to **take on added responsibility** to meet tight deadlines. Enthusiastic team player with a strong work ethic and advanced **complex problem-solving skills**.

Proactive and communicative, experienced working in a competitive atmosphere, able to work in targeted environment as an individual, as a team-player and providing **coaching and support** for other co-workers to fulfil their potential as well as developing **high performance teams**.

Confident and conscientious, possessing **in-depth knowledge of financial products and strategies**, with considerable success advising high net worth individual's clients on investments being the responsible of a **€30 M portfolio** and analysing large amount of data.

Work history

Multilingual Customer Care Team Leader - Hemel Hempstead



08/2016 - Current

Coaching and developing a team of 12 multinational advisors supporting **6 different languages**. Taking ownership of the queues, making real time decision to distribute the workload over the advisors to ensure the SLA and objectives.

Ensuring customers queries are answered on **first contact resolution**, within SLA all over the contact points - email, live chat and Social Media- to ensure the best Customer Care experience is given to all customers.

Looking after the **quality** to ensure the KPI's are achieving **to a high standard**.

Proactively reporting any trends in customer queries, taking **special care on the public social channels**.

Reviewing translations for the FAQ's working close to the Quality and the Knowledge and Content Creation Teams.

Generating quality **feedback for the Implementation** Team to support testing new and existing Customer Care processes.

Setting clear objectives and ensuring appropriate levels of engagement, feedback and development to continuously improve individuals' contribution, applying PDP or PIP when needed.

Conducting weekly **quality checks** and 1-2-1 reviews.

Carry out **return to work** interviews after sickness absence and investigations after repeatedly absences/lateness.

Preparing **pre shift meetings** with my team to ensure that they are aware of Department and business priorities and any potential issue that they should be aware of.

Acting as an **escalation point** for my team on unresolved customer issues and flagging business and potentially contentious issues to senior management.

Assuming the role of **SME** for all the markets, having a proper insight, especially in the Italian, Portuguese speaking and Spanish speaking countries.

Team Leader - Bournemouth



05/2015 - 08/2016

Effective leader, leading a team up to **42 customer support agents** from 17 different nationalities, assuming ownership of team productivity and managed workflow to exceed quality service goals.

Collaborate in the **review** and implement the quality assurance processes, scores and criteria to ensure a better service, including a new satisfaction survey a 3.5% increase on customer satisfaction within the first 3 months and 90% of the agents scoring over 95% on the quality score.

Cross-train and back up other customer service managers.

Identifying **individual** development needs with appropriate **coaching** (4 successful PDP on place with 3 agents promoted to SME and QA)

Adhered to all **confidentiality requirements** at all times.

Resolve employment-related **conflicts** through proactive communication.

Helping **HR Recruitment** Department. Conducting and coordinating languages tests and **interviews** for the applicants.

Applying new communication techniques over phone and live chat depending on the market to ensure a better Customer Satisfaction while creating a p2p interaction for the customers.



Customer Support Advisor - Bournemouth



01/2014 to 04/2015

Effectively managed a high volume of inbound calls and chats, being able to handle up to two chats and one call at the same time without any impact on my quality performance.

Addressed and resolved customer product complaints empathetically and professionally in **both languages, English and Spanish**.

Exceptional communication to evaluate, isolate and resolve any customer query about **Google** products: **digital content**  and the **online payment service** offered. 

Defused volatile customer situations calmly and courteously. Investigating and **resolving customer enquiries and complaints** in an empathetic manner.

Proactive taking the responsibility of the team in the Team Leader absences while working in the Night Shift.

Financial Adviser - Madrid and Valencia, Spain



11/2008 to 01/2014


Managing a €30 M portfolio with the VIP customers, demonstrating investment strategies clearly to clients.

Collaborate in the **elaboration and development of the strategic plans** of the branch to meet the set objectives.

Built and maintained **strong relationships with clients**. Assessed their financial situation to **develop strategic financial planning solutions**.

Taking the responsibility for the branch in the Branch Managers absence. • **Trained, coached and mentored a 5 people team** to ensure smooth adoption of new products, software and procedures.

Focused on the **sales objectives** performing over 90% on average and achieving 110% two years.

Part of the pilot for the use of Contactless  in 2012/2013 testing the sale points and stressing the cards for the implementation of security measures. Mapping the customer journey experience and reproducing any kind of error reported by customers.

Responsible for reviewing the charge backs for the customers on the area who claimed to have been charged incorrectly by online shops and reporting it to the Payment Methods Security and Implementation team.

Personal Banking Adviser - Madrid, Spain



02/2008 to 10/2008

Bank Clerk - Madrid, Spain



06/2007 to 02/2008

Founder and CEO; Sayonara Disco - Madrid, Spain



09/2006 to 02/2009

Managed a 200 people capacity disco, employing 8. Accomplished the recruiting process and basic finance and HR (payslips, performance review, disciplinary process, budgeting and tax settlement).
Negotiated supplier's contracts and sponsoring. Solved customer's complaints.
Developed **prices and marketing strategies**, competing in a well-established market.

Project Manager; Students Union University of Alcalá -Alcala de Henares; Spain

09/2005 to 09/2006



Activities coordinator, having a **budget of €240.000**.

Directed all phases for **different events** along the year. Managed **cultural and fund raising** events (final year Gig for 45.000 people all along a day and fundraising event acquiring over 2.500€ for educational projects in Sahara)

Education

BS Hons of Business Administration (First Class);



July 2016

BS Economics 2002 - 2009;



Not finished

Awards

Most Creative Communication Concept for the Nuremberg Convention and Tourism Office

International Marketing Week, Heilbronn University

March 2016

https://www.hs-heilbronn.de/8193752/info_students-2016.pdf <https://youtu.be/X8qAuQHhYzY>

Third position. National SIFE Spain (currently Enactus),

July 2006

Project to improve the employability of people with disabilities.

Vocational Qualification

European Financial Adviser

Training completed in 2010

Spanish Data Protection Law

Completed in 2007 and 2011

Anti money-laundering and Financing of Terrorism (Prevention and Control)

Completed in

2006/10/13/15

Financial Statement Analysis

Completed in 2011

Team Management

Completed in 2011 and 2015

Conducting of meetings and workshops

Completed in 2011

Insurance Regulation and Sales

Completed in 2010

Personal Information

I worked *11 years as Referee* for the Madrid Football Indoor Federation (Futsal)



2 years volunteering as Football Manager.

Student representative member for 4 years, elected as Representative

Director in the faculty of Economics at the University of Alcalá, part of

the academic quality board. Taking part on the survey for the

implementation of the quality survey for the services, infrastructures and extracurricular activities organized by the University and by the Students Union.



Collaborator at local radio program about the youth, education, present and future challenges (invited as Representative Director of the Faculty of Economics)