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Alorica customer operations

OVERVIEW

A multi-year progression from frontline messaging support into coaching, operational reporting, and incentive validation.

ROLE Operations support across customer care, coaching, and validation

PERIOD 2018-2024

THE PROBLEM

Supporting customers and the people handling complex cases called for practical guidance, useful operational reporting, and reviewable evidence when incentive questions needed follow-up.

CONNECT CUSTOMER SUPPORT TO OPERATIONAL FOLLOW-THROUGH

1. Resolve customer concerns through frontline messaging support.
2. Support representatives through coaching, huddles, product guidance, and learning materials.
3. Use reporting and quality review to give the operation clearer information about activity and policy alignment.
4. Support incentive and overtime validation with records, documented requirements, and follow-up.

WORK DELIVERED

- Supported customer conversations, escalations, and complex cases on a telecommunications messaging program.
- Helped with coaching and huddles, product knowledge, and learning materials for representatives.
- Used Excel and Power BI for KPI and process reporting and reviewed chats for policy and regulatory alignment.
- Worked on incentive-validation and dispute follow-up, using operational records to keep review questions traceable.

WHAT THE WORK ENABLES

- Representatives could get practical support on customer cases and policy questions.
- Leaders had KPI and process reporting in Excel and Power BI to support operational review.
- Incentive and overtime questions had documented evidence requirements and follow-up records.
- The work connected frontline customer experience with coaching, reporting, and validation.

CONSTRAINTS

The work took place inside a live telecommunications support operation. Customer details, employee records, and individual incentive outcomes are private, so this account omits client identifiers and raw internal records.

HOW I WORKED

My responsibilities grew across frontline chat support, coaching and learning support, business reporting, quality review, and incentive validation. The local records use different internal role labels over time, so this case study describes the work rather than treating every label as an official title. The archived materials support the responsibilities and work context, but do not establish measured teamwide performance gains or the final outcome of every dispute.

TOOLS AND TECHNOLOGIES

Microsoft Excel | Microsoft Power BI | Microsoft Word | Microsoft SharePoint | Microsoft Teams | Customer support operations | Quality review | Incentive validation

DETAILED CASE STUDY

I spent several years at Alorica moving from frontline customer messaging into coaching, business support, and incentive validation. The work connected customer conversations with the guidance, reporting, and records used to support the wider operation.

01 / THE PROBLEM

Frontline questions connected to wider operational needs

Customer-facing representatives needed help with complex conversations, product information, and policy questions. Around that work, coaches needed practical material for huddles and guidance, while leaders needed useful views of performance and process activity.

Later incentive and overtime questions depended on records that someone else could review. The work therefore spanned customer support, coaching, reporting, and evidence-based validation rather than one software delivery.

02 / THE APPROACH

Start with the customer interaction, then support the handoffs

I began in frontline messaging support, handling customer concerns and escalations. That experience gave me direct context for the product and policy questions representatives faced during live conversations.

I later supported coaching and huddles, product knowledge, and learning materials. In business support, I used Microsoft Excel and Power BI for KPI and process reporting, reviewed chats for policy and regulatory alignment, and worked with Word, SharePoint, and Teams.

03 / THE SOLUTION

Bring reporting and review evidence into the support work

My later responsibilities included incentive-validation work. The saved guidance describes the kinds of supporting records used in overtime reviews, and saved correspondence documents dispute follow-up. Together with reporting workbooks and recurring operations presentations, the archive shows the practical materials around that work.

I treat these records as evidence of responsibilities and review context. They do not confirm the final result of each dispute, establish personal payout amounts, or show that every proposed support idea was implemented.

04 / WHAT CHANGED

A broader operational role, with results stated to the evidence

The records document work across frontline customer support, coaching and learning support, Excel and Power BI reporting, quality review, and incentive validation. That progression let me connect the customer-facing work with the processes supporting representatives and operational decisions.

The available archive does not contain verified before-and-after team metrics, confirmed incentive outcomes, or evidence that the action-plan proposals were launched. I have left those impact claims out rather than imply results the records cannot establish.

A USEFUL PLACE TO START

What is slowing your business down?

[Schedule a call](#)

Tell me about the workflow, the friction, and what a better version would look like.

TO GOD BE THE GLORY!

And we know that all things work together for good to them that love God, to them who are the called according to his purpose.

- Romans 8:28