

Gavin Kennan

Associate Manager

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Experience

Eventbrite / Operations / Associate Manager

June 2022 - December 2023 - Penrose Quay, Cork

Lead a team of 18+ employees in the day-to-day operations of the customer experience department, ensuring optimal productivity, efficiency and support for creators. Consistently top performing team across all geo's during my tenure.

Hiring and onboarding of new associates and managers globally. Responsible for their seamless onboarding, comprehensive training, and smooth integration into their roles

During a six-month interim period, I assumed the role of manager for our team of 12 employees in the APAC region. Responsible for providing support for each team member's performance and professional development.

Implemented a first contact resolution system, increasing issue resolution by 20% and improving customer satisfaction ratings.

WFM / RTA Ensuring service levels across chat, phone & social are achieved and maintained during EMEA timezone with effective planning and monitoring.

Collaborating with colleagues globally to ensure that our customers receive high quality support 24 / 7 with seamless transitions between geo's.

Developed a global dashboard for real time monitoring of all contact channels inclusive of warning systems for service level breaches.

Acted as a liaison between our customer operations team and other departments, fostering alignment and collaboration to address customer needs effectively.

Facilitator trainer program, developing our future facilitators in our program for training new hires, onboarding them efficiently, maintaining our high quality support and instilling our company culture.

Throughout my tenure, I've spearheaded various engagement initiatives tailored to foster camaraderie and boost morale within the team.

Ensured a culture of appreciation by implementing recognition programs, acknowledging outstanding contributions and fostering a sense of value among team members. These initiatives have enhanced team cohesion and also contributed to a positive and motivated work environment.

Collaborated on numerous operations projects, rolling out an associate badge program making it easier for tracking development in the department for the associates and managers in the promo cycle. Integrated a new tool for the associates snippets they were using so that all geo's were aligned on comms from the company.

Developing associates in their career journey with individual plans for success and ultimately promotion.

Competency in using data analysis tools and techniques to monitor performance metrics, identify trends, and make data-driven decisions.

TELUS International / Team Manager for Airbnb / Epic Games / Snapchat

June 2018 - June 2022 - Mahon, Cork

Motivating and leading both new and tenured teams of between 15 to 30 members to achieve KPI targets.

Presenting teams performance weekly to the operations team, providing insights into outliers and support being provided to achieve targets.

Using the SMART principle to manage the team, and making sure that SMART objectives are set out clearly and understandably.

Holding team meetings, focusing on targets, and achievements.

Scheduling monthly and weekly 121s & Coaching sessions, providing prompt and accurate feedback on individual performance.

Recruitment and onboarding of new team members.

Ensuring that all company procedures/policies, and service level agreements are met.

Prioritising important tasks, delegating work appropriately, ensuring they get done first and are completed to a high level of quality..

Providing individual development plans for team members so they can meet all the requirements for new positions, to be successful to progress and grow in the company

Documenting conversations with team members regarding absences, lateness, negative behaviours in work, and following up with HR when required, holding team members accountable to the standards of the business and in line with employee law.

Data analyses and reporting on our monthly site performance with presentation preparation for our business reviews with the client.

TELUS International / Airbnb BEX Task Force

Nov 2017 - May 2021, Mahon, Cork

Joined as an agent to become more involved in the company, build my network and confidence. To gain valuable experience working in a dynamic team environment

Responsible for content and publishing the monthly newsletter to the floor, gathering employee feedback to liaise with operations in order to improve the day to day experience of everyone on the Airbnb contract. Managed successful recruitment drive.

Successfully promoted to manage committee, responsible for holding weekly meetings, getting ideas and new projects off the ground, delegating work and ensuring our core duties were completed on time.

Pulling reports selecting and then presenting Team manager and Team member of the month based on performance metrics.

Launched our Voxpop internal social media space.

Holding Airbnb's Tenure anniversary celebration presentation monthly.

Facilitating multiple feedback options we ran a manned BEX Booth in order to get more valuable feedback.

We successfully piloted a video platform for delivering 90 second news to the floor with work on this project just stopped short of release due to shut down. This project was due to start working more closely with operations to help deliver their own updates to the floor.

Other various projects with charities DAWG and Penny dinners in collaboration with other contracts BEX and Employee engagement teams.

TELUS International / Airbnb Case Manager

May 2017 - June 2018, Mahon, Cork

Customer experience specialist, handling mediation of disputes, re-booking guests and refund requests.

Part of the Community Response Team pilot (Tier 4) handling sensitive re-bookings, investigating violent threat cases and bullying / harassment reports.

Abtran / Irish Water / Payments Specialist

April 2015 - November 2016, Mahon, Cork

Processing of direct debits, cheque payments, investigation of missing payments.

Compiling suspense reports daily for unassigned payments and part of the customer complaint team related to the payments department.

Responsible for training and coaching new team members.

Skills

Strong analytical skills to identify issues and develop effective solutions to streamline operations.

Skill in recruiting, training, and developing team members to enhance their capabilities and contribute to the overall success of the operations.

Competency in using data analysis tools and techniques to monitor performance metrics, identify trends, and make data-driven decisions.

Ability to thrive in a fast-paced environment and adapt to changing priorities and business needs.

Independent, focused and confident individual who works extremely well within a group. Goal oriented, able to prioritise work and achieve high quality results.

Highly influential in a team lead and operations management role, with years of experience in a contact centre environment, a natural leader amongst my peers. Competent coach, advising and supporting colleagues and team members, I am an approachable positive person.

Have thrived in customer focused operations, with a wealth of knowledge and experience in the industry and its practices.

I take a pragmatic approach to my work and have developed effective planning and organisation skills.

Patient and reliable, I am a trusted member of my department.

Education

Mallow College of Further Education

Sept 2013 - May 2014, Mallow, Co. Cork

Sound Engineering and Music Technology

Limerick Institute of Technology

September 2005 - December 2008 Limerick

Mechanical Engineering

Davis College Mallow / Leaving Certificate

September 2000 - May 2005, Mallow, Co. Cork

