

## FROM JOB TO CAREER: ACCENTURE REDEFINES CSR



### Discover how Customer Service Representative Jay Hernandez innovates for success

Google “customer service representative” and you will invariably receive images of a smiling individual wearing a headset, talking into a microphone in front of a computer screen, attending to a call.

At Accenture, CSRs go beyond calls in providing stellar customer service. As the unprecedented changes in last few months have shown, this strategy has allowed the company to face uncertainties with confidence. Jay Hernandez couldn't agree more.

After earning his Economics degree in 2006, Jay signed up as a Data Analyst and got transferred as a CSR with Accenture. It took him only nine months to be promoted to a team leader for amply demonstrating a knack for working through challenges of a new work environment. And another couple of years, he was already handling multiple teams, each handling different processes!

“I learned the processes by heart, so I could effectively provide solutions to project challenges.” **The exemplary CSR disclosed that the key was staying focused and being alert and ready for any changes.** “I learned not to be afraid of taking risks and be discouraged by setbacks.”

Accenture's extensive training program also made sure that Jay was properly equipped for the tasks at hand. He took advantage of growth opportunities by attending numerous of courses, including a certificate course in Business Innovation from the Massachusetts Institute of Technology (MIT) – one of only five Filipinos selected for the six-month program.

Jay is now a Service Delivery Operations Manager. With innovation at the heart of his efforts, he oversees more than 200 people, ensuring his team's safety, welfare and work-life balance while creating ways to deliver topnotch service.

**Describing Accenture as “the best place to work”,** Jay said the company provided him the resources to reach his goals. From an entry-level job to a full-fledged career, Jay has made the most of his tenure --- he obtained his second degree while working, developed multiple innovation projects that delivered client business values, traveled to the UK to lead a transition for both process and technology and consequently receiving a global Accenture award for Best Business Advisor. Not bad for a CSR career!

At Accenture Operations, people have gone beyond voice and transactional jobs—helping global companies solve challenges through innovation, making their businesses future-ready and improving the way people the world over work and live. And this has never been more relevant during this time of drastic change. Take it from CSRs like Jay.



*Everyone is given an opportunity to innovate at Accenture. And we provide trainings, certifications and workshops to cultivate an innovation mindset. We build innovators, we deliver business values, we reward people and we offer continuous improvement.*

**- Jay**

