

October 5, 2023

CERTIFICATION

This is to certify that Concentrix CVG Philippines Inc, has engaged the services of **Ms. Rose Marie Berdos** as **Program Ready Trainer II** from **July 17, 2019- September 25, 2023**.

This also certifies that this company affirms the nature and status of her employment during the period covered as described hereunder in her work profile, to wit:

Company Name : **Concentrix CVG Philippines Inc.**
Company Address : 23rd Floor One Montage Bldg., Archbishop Reyes,
Cebu City, Philippines 6000
Contact Number : (032) 411 9010 Loc; 539 2011
Website : www.concentrix.com.ph

Company Profile:

Concentrix, a wholly-owned subsidiary of SYNnex Corporation (NYSE: SNX), is a technology-enabled global business services company specializing in customer engagement and improving business performance for some of the world's best brands. Every day, from more than 40 countries and across 6 continents, our staff delivers next generation customer experience and helps companies better connect with their customers. We create better business outcomes and differentiate our clients through technology, design, data, process, and people. Concentrix provides services to clients in ten industry verticals: automotive; banking and financial services; insurance; healthcare; technology; consumer electronics; media and communications; retail and e-commerce; travel and transportation; energy and public-sector. We are Different by Design.

Concentrix was founded in 1991, its heritage can be traced back to 1973 to its insurance administration business solutions and services which were acquired in 2013 by Concentrix from IBM.[5] Concentrix has grown through multiple acquisitions bringing on board eight companies since 2006. Two of the acquisitions that are especially notable include the IBM Worldwide Customer Care Services Business and the Minacs Group Pte.

On June 28, 2018, Convergys and Synnex announced they have reached a definitive agreement in which SYNnex would acquire Convergys for \$2.43 billion in combined stock and cash, and integrate it with Concentrix.

On October 5, 2018, Convergys Corporation and Synnex announced that they have completed the merger.

Position : Program Ready Trainer II
Period of Employment : **July 17, 2019- Present**
Type of Employment Contract : Regular Employee
Status of Employment : Full Time
Department / Areas of exposure : Site Operations
Number of working hours per week : 40 hours/ week
Working Schedule : Shifting schedule / 5 days a week, 8 hours a day
Number of staff supervised : None

Job Summary

The Program Ready Trainer II (PRT) is a permanent training role that is designed to introduce agents to the training organization by supporting the delivery of client focused training to address the new hire, product update and recursive training requirement of Concentrix in support of client programs.

This position requires attaining and maintaining certification in the Associate Trainer Certification Program. Successful PRTs may career path into the Training Organization

Detailed Duties and Responsibilities:

- Under the guidance of the Class Trainer and the supervision of the local Training Manager, the Program Ready Trainer will facilitate English communication classes and product-specific training sessions as required.
- Apply effective presentation and facilitation skills, including creative training techniques and adult/accelerated learning methods, using a variety of training delivery modalities in a classroom environment.
- Present training materials through classroom learning, hands-on demonstrations, and supporting activities for technical, customer service, and sales accounts.
- Assist in evaluating the performance of associates using tools such as assessments and playbook observations, providing feedback to the Trainer and Training Manager.
- Convey timely performance information to the Trainer and Training Manager throughout the training process/cycle.
- Responsible for achieving individual training performance metrics.
- Support the transition of trainees from training to the production environment, ensuring competency levels meet business needs.
- Maintain current product knowledge for each account by taking calls, attending team meetings, and conducting side-by-side observations.
- Participate in Concentrix and client training sessions as required.
- Ensure effective, consistent communication with managers, peers, and other resource groups, including day-to-day informal interaction with clients.
- Assist in fostering a positive learning culture under the guidance of the Training Manager, including identifying and communicating areas for curriculum development and enhancement opportunities.

This is to certify that the above-mentioned dates of employment, position held, duties and responsibilities, and compensation earned are true and correct from the Company's employee records.

This certification is issued upon request of **Ms. Berdos** for whatever purposed it may serve.

Issued this **5th of October 2023** at Concentrix CVG Philippines Inc.



EDWARD COTEJAR

Sr. Manager, People Solutions

E: Edward.cotejar@concentrix.com

P: (032) 411 9010