

# JANEL MANEJA

## TEAM LEAD

To continue my career with an organization that will further develop and utilize my skills, knowledge, and experiences; as well as contribute to the success and growth of the company. Thus, help your company in achieving its goals and visions.



## CONTACT DETAILS:

+63920-526-3095



188th 22nd St., Malabanias,  
Angeles City, Pampanga.



businessjnlmnj@gmail.com



businessjnlmnj.wixsite.com/mysite

## SYSTEM / PLATFORMS

- GSuites (Google Forms, Gmail, Google sheet, Google Docs)
- Oracle / Tourplan / Tourconnect/ Hubspot / VaultRE / WordPress / Wix/ HubSpot / MeetEdgar/ Buffer/MeetEdgar/Slack
- Zoom / Teams / Ring Central/ Skype / Loom
- MS Office (Excel, Word, PP, Outlook/Teams)
- Asana/ Slack / Trello / ClickUp/ Canva

## EDUCATION BACKGROUND:

### College:

UNIVERSITY OF CEBU - BANILAD

- Bachelor of Science in Commerce major in Management Accounting
- SY: 2006 - October 2010, Graduate
- Cebu City, Cebu

## SPECIALIZATIONS:

- Virtual Assistant
- Project Management (ClickUp/Trello/Notion/Monday.com)
- Database Administration (Oracle)
- Administrative Support or System Admin
- Calendar Management (Google Calendar/Calendly)
- Marketing Assistant
- Property Management (Landlordvision)
- Online or Web Research
- CRM Management (Hubspot/VaultRe/Airtable)
- Website Maintenance (noncoder: Wix/Wordpress)
- Email Management and Email Marketing (Active Pipe)
- Social Media Management (Buffer/MeetEdgar/FB/ LinkedIn)
- Content Creation (Canva)

## TRANSFERRABLE SKILLS:

- Team Work
- Leadership and Team Management
- Problem Solver
- Research and Analytical Skills
- Numeracy Skills
- Work Ethic
- Data and Tech Savvy
- Quality and Accuracy
- Organisation and Time Management
- Personal Development

### High School:

MABALACAT NATIONAL HIGH SCHOOL

- SY: 2004-2005
- Dau, Pampanga

## WORK EXPERIENCE:

---

### **Customer Retention Representative**

#### **AEGIS PEOPLE SUPPORT**

**DECEMBER 2011 TO FEBRUARY 2013**

- Travel and Hospitality Book reservations Hotels, Cars, Flights, Activities and Services, and Packages (Worldwide).
  - Assist customers: Booking a new reservation, canceling and re-booking, modifying reservations, complaints: Property, Property reps (Front desk, Manager(s), and Owner(s)),
  - Billing issues: double charges, CC Auth, refunds, and etc.
  - Assist customers in Flight Schedule Changes, Hotel Kick Back, Best Price Guarantee, and Online Technical issue.
  - Taking inbound and outbound. Worldwide calls.
- 

### **System Analyst / Oracle Functional Consultant**

#### **COAST PACIFIC MANUFACTURING CORPORATION**

**MARCH 2013 TO NOVEMBER 2013**

- Handled all Modules: Marketing, Purchasing, Production, and Accounting
  - Support all Users and Supers Users in all departments: Marketing, Purchasing, Production, Warehouse, and Accounting.
  - Submit reports for any transactions requested by the CEO, COO and BODs of the company.
  - Train new hires; take over responsibility for any Specialist not on duty.
- 

### **Quality Analyst / Quality Sales Auditor**

#### **TELEPERFORMANCE**

**DECEMBER 2013 TO AUGUST 2015**

- Extract raw data received from Reporting Team booked by Sales Agents.
  - Monitor and audit sales regularly to verify and evaluate their process and call quality performance.
  - Attend internal joint call monitoring sessions and calibration sessions, as required.
  - Participate in supporting training department by training new hires and existing staff.
  - Setting Weekly, Fortnights, Monthly meetings
  - Perform Ad-hoc Tasks directed by the company management, and any tasks directed by the immediate head
  - Generate necessary reports daily, weekly and monthly, and submit to Reporting
  - Perform other tasks and responsibilities or ad hoc as directed by the Operations Manager(s) and/or Lead.
-

---

**Customer Service Representative**  
**EXL SERVICE INC.**  
**JANUARY 2016 TO JUNE 2016**

- Financial Investments - Annuities
- Assists and answer clients (contract owners) and/or Financial Professionals (including Financial Assistant), Tax Advisors, Accountants, Beneficiaries (including Executor of the Estate, POA/ Guardianship, Conservator of the Property), Back Office of the Firm, Receiving and Resigning Institution for clients' inquiries regarding their annuity products or policies. Identifies contract history, types of Market (Pre-Tax Qualified Contract: IRA, 401k, 403b, Custodian IRA, Post - Tax Non-Qualified Contracts including Roth IRA), investment type (Fixed or Variable).
- Assists clients and/or Financial Professionals (including Financial Assistants) for their Annuity Paperworks, Statements, Forms, Withdrawals (Money Out, TOA, Rollover, and/or Direct Qualified Transfer), Money In (including New Business, TOA/LOA), Tax, Product plans and any applicable add-ons, Investments, Reallocations (Trades), Sub- accounts (Variable Sub-Accounts, Portfolios/ Stocks), DeathClaims, Online Support, and etc.
- Helping Clients/FPA understand their annuities (lifetime income), investment value, any charges and
- Fees for their contracts, any penalties imposed by IRS for withdrawals made before 59 1/2 yrs old, and annual RMD imposed by IRS for owners reaching age 70 ½ (for Qualified Contracts), 72t/q (u,s).

---

**Customer Sales Representative**  
**TELEPERFORMANCE**  
**JUNE 2016 TO MARCH 2018**

- Book Rooms, tickets, restaurant reservations for guests.
- Assist guests' complaints toward hotel
- Assist on their pre and post travel

---

**Bancassurance Sales Executive**  
**BPI-PHILAM (BPI-MABOLO)**  
**APRIL 2018 TO SEPTEMBER 2018**

- Licensed Financial Advisor: Ordinary Life, and Variable Unit Link. Assist BM in bank caravan.
- Assist BPI clients' inquiries and concerns.
- Present VUL products for BPI clients. Work closely with bank's Branch Manager (BM).

---

**TEAM LEAD**  
**SMARTSOURCING BPO**  
**DECEMBER 2018 TO SEPTEMBER 2022**

- Leads a team of Virtual Assistants
  - Liaise with Clients and team
  - Helps in Hiring Process, conducts training, certifications, and evaluations for New Hires
  - Contract Loader (interpret & analyze complex contracts to load the contract in the system) for a Travel Day Touring (Accommodations and Non Accommodations)
  - Host Weekly, Fortnights, and Monthly meetings including team calibrations and coaching sessions
  - Perform Ad-hoc tasks directed by the Management, and any tasks directed by the immediate head in Sydney
  - Send Daily/ Weekly Reports and Review EOD and EOM KPI
  - Create manual tickets, assign tasks to Team, and complete assigned tasks
  - Support Virtual Assistants, System Executive, and Product Manager
-

---

**Client Success Manager - Support/ Trainer**  
**CLOUDSTAFF - ANGELES CITY, PAMPANGA**  
**JUNE 2023 TO FEBRUARY 2024**

- Client: **Stafflink**
- Assisting Onshore Client Success Managers for Property Management industry in Australia.
- Join Daily, Weekly, Fortnightly, and Monthly meetings.
- Support/Train Offshore Staff - liaise between CSMs, Offshore Staff, and PM agencies.
- Set Up Airtable views, workflows, and automation.
- Airtable, Zapier, Property ME, PropertyTree, HubSpot,

## **F R E E L A N C E   E X P E R I E N C E S :**

---

**Virtual Assistant / Admin**  
**IMPACT REAL ESTATE (ONLINE FREELANCING) - AUSTRALIA**  
**AUGUST 2020 TO APRIL 2021**

- Project Management - ClickUp
- Email Management and Email Marketing - Active Pipe
- Calendar and Meeting Management
- Marketing Assistant - Social Media Management
- Database Administrator (CRM and RE advertising platforms, integrate systems)
- Online Research
- People Management
- Website Maintenance (managing content to WordPress - non coder)

**Digital Marketing Specialist / VA**  
**BTG RECRUITMENT - UK**  
**MAY 2021 TO DECEMBER 2022**

- SMM: schedule posts from Jobadder to LinkedIn/Twitter/FB - Buffer/MeetEdgar
- Email Marketing - ActiveCampaign
- Data Management
- Content Creation (Canva/Pablo by Buffer)

**Property Management Admin**  
**DANDMPROPERTIES (BTG RECRUITMENT'S) - UK**  
**MAY 2021 TO DECEMBER 2022**

- Property Management (CRM: Landlordvision)
- Email Management (IONOS)
- Data Management

**Virtual Assistant - Admin Support**  
**MOXIE INSTITUTE (ONLINE FREELANCING) - USA**  
**DECEMBER 2022 TO APRIL 2023**

- Project Management - Monday.com
- HubSpot Admin - Newsletter, Reports (Weekly Marketing & Sales Report and Monthly Financial Reports)
- WordPress Management
- Admin Support - (Finance, Marketing, Operations, Sales, and Training)
- Social Media Mgt (Reddit, Google My Business, Scoop.it, Plurks, Youtube)
- Quickbooks (Sales Receipt/Invoice, and Reconciliation HS vs QBO)