



JAROLD A. SUMALACAY

GENERAL VIRTUAL PROFESSIONAL

CONTACT

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📍 Balibagan Oeste, Santa Barbara, Iloilo 5002

EDUCATION

2002 - 2006

CENTRAL PHILIPPINE UNIVERSITY

- BS Hotel & Restaurant Management

198-2001

SANTA BARBARA NATIONAL COMPREHENSIVE HIGH SCHOOL

- High School

SKILLS

- Project Management
- Data Entry
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English (Fluent)
- Filipino

PROFILE

With 18 years of work experience in the pipeline, primarily in the call center industry, I've specialized in customer service, technical support, and sales. I began my career as a customer service representative and steadily honed my skills, eventually being promoted to a Lead position. After many years in this field, I decided to venture into a new challenge and transitioned into the world of virtual assistance.

WORK EXPERIENCE

MyOutdesk.Com

JULY 2024-PRESENT

General Virtual Assistant

- Editing and updating reports.
- Tracking invoice and encoding it in the system
- Calendar Management
- Organizing contacts for the client .
- Setting up meetings ..

Concentrix

July 2023- April 2024

Block 2 Lot 3, Trade Street, Pueblo de Oro, IT Park, Cagayan de oro City 9000
Deputy Manager

- Handles 4 to 5 Team Captain and making sure their team is achieving the given target.
- Facilitate any calibration meeting either with QA team or Training team in addressing come challenged metrics .
- Attend weekly business reviews with the client to discuss running week performance and share with them the cluster action plan
- Weekly performance reviews with all TCs for their per team goals
- Direct communication with the clients to discuss any updates or recommendation.

Asurion

Jan 2021- Jan 2023

6th & 7th floor Two Fintech Building, Iloilo Business Park, Megaworld, Mandurriao, Iloilo City
Coach/Telco Account
Technical Support /Customer Service/Sales

- Identify behaviors that are need to be corrected and improved.
- Coach and developed experts to help them with their journey in the company.
- Listened to calls and calibrate with the managers to make sure we have the same understanding.

WORK EXPERIENCE-continuation

Nov. 2019 -Jan .2021

- **Hinduja Global Solutions**

17th fl SM Strata Tower, Mandurriao, Iloilo City

Team Lead/ACCOUNT POC / Health Care Insurance

- Monitors agent's performance weekly to monthly
- Establish good customer service to each agents in handling providers query
- In charge of sending reports for the team's performance and incentive monthly

- **Proof Business Outsourcing**

Feb. 2018- Oct 2019

2nd fl YM Building, Rosario St, Brgy. Tacas, Jaro, Iloilo

Trainer/Team Lead] Account POC/ Online Retail Account

- Conduct trainings and provide aid with my trainers to improve the effectiveness of a training class
- Provide real time feedback during floor walk management
- · Direct associates on how to close a sale by doing Side by Side.
- · Directly report to an Operation Manager regarding what happened for the day
- · Help associates balance their AHT and CSAT at the same time.
- Main responsibility is to coach and develop an associate

- **WNS Global Services**

Jan. 2016- Dec. 2017

3rd&4th fl One Global Center, Iloilo Business Park Megaworld, Mandurriao, Iloilo
City Assistant Manager] Travel Account

- Handles 15 FTE's (Sales Associates)
- Monitors and make sure that Service Level for the LOB per shift will not fail.
- Audits and coach any agent's opportunities that transpires in their calls.
- OIC for the Employee Engagement for the site.
- Coach agents and do RCA as to why they are unable to close the sale

- **Sutherland Global Services**

Jul. 2014- Dec 2015

Tarlac City, Philippines

[Team Manager] Voice/Chat/Email

- Develops and manages a talent pipeline within their teams. Includes consultants and coaches that are directly supervised by this role.
- Communicates continuous information and facilitates meetings and training to drive exceptional customer service.
- Supports escalations, questions and tier 1 problem resolution from consultants.
- Takes on leadership roles to lead and develop projects and initiatives that develop greater efficiencies
- Responsible for daily floor activities and team management
- Understand account specific business metrics and deliver results as per agreed SLA's
- Engage with the Client to understand expected outcomes and plan to achieve

WORK EXPERIENCE-continuation

May 2013- June 2014

- **Transcom Worldwide Inc.**

Amigo Mall, Iloilo City |
[Team Leader]

- Provide daily direction and communication to agents/advisors so that customer service calls are answered in a timely, efficient and knowledgeable manner and provide continual evaluation of processes and procedures.
- Responsible for suggesting methods to improve area operations, efficiency and service to both internal and external customers.
- Address disciplinary and/or performance problems according to company policy. Prepare warnings and communicate effectively with employees on warnings and make effective/appropriate decisions relative to corrective action as required.
- Establish work procedures and processes that support company and departmental standards, procedures, and strategic directives.
- Create and maintain high quality work environment so team members are motivated to perform at their highest level.
- Assigned to create module for training in SALES and was tasked to train and develop the agent's skills in closing a sale.

- **Avatar Technologies**

Sept. 2012- May 2013

Jaro, Iloilo City | [Account Manager] Training POC

- Establish good set of LEADS to be used for the entire shift.
- Identifying what Leads are performing and if when is the need to use them.
- Focused on the Dialer and being the driver of the show. You are the one to decide as to what speed dials to use, filter type of calls and targeting potentials buyers/customers.
- Evaluating calls and making sure that all avatars dialling are listening and responding properly and appropriately with their prospective buyer.
- Making sure that scripts and buttons are working fine and effective.
- Talking directly with clients and discuss plans for the day.
- Responsible for identifying new sales opportunities and carry a personal sales quota to increase company share, while assisting with creating sales plans in order to achieve maximum revenue potential.

- **Hinduja Global Solutions**

Jan. 2010- Sept. 2012

Ayala Technohub, Mandurriao, Iloilo City
[Team Leader]

- Analyze the business and create/communicate clear action plans that optimize results
- Ensure effective execution of all operational activities/tasks.
- Support and execute company test initiatives.
- Accountable for contributing to the efforts to prevent shrink and safety awareness. Coach and maximize the abilities of all Associates.
- Ensure each Associate completes on boarding and all required training programs.
- Drive to achieve Account Goals for the Year/Month.

WORK EXPERIENCE-continuation

- **SPI Global Iloilo**

June 2009- Jan. 20102

Molo, Iloilo City

[Advance Customer Service Representative]

- Provide accurate information regarding their bill
- Review customer contract details, ensure accuracy as applied to orders.
- Accurately and efficiently process customer transactions such as orders, quotes, debits, credits or returns.
- Must be knowledgeable of customer pricing, order flow, product data and shipping procedures.
- Promptly answer incoming telephone calls in strict compliance with department supervisor's expectations; strive towards keeping phone service level at 95% with zero abandoned calls.

- **Sykes Asia Philippines**

Oct. 2006- June 2009

32nd Fl Burgundy Tower, Makati city

[Customer Service Representative]

- Handled inbound calls and answer customer's questions regarding their credit cards application
- Obligated to offer card protection, insurance and security breach subscription in every call.
- Answer's customer's concern pertaining to their credit report.
- Authorize and make sure to validate the customer's identity.
- Handle cancellation calls and convince them to keep their subscription.