

JOHN HILL SOLIDARIOS

Adaptive Professional

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<https://shorturl.at/A6GTs>

ABOUT ME

As an adaptive professional, I excel in fostering a supportive and motivating environment, leveraging my analytical problem-solving capabilities to drive team success. My proficiency in independent decision-making and sound judgment is a cornerstone of my approach, consistently contributing to the company's achievements. I am dedicated to utilizing my training expertise, monitoring skills, and morale-boosting strategies to heighten employee engagement and elevate performance. My collaborative leadership style underscores my commitment to creating an empowering workplace culture in partnership with my colleagues. With a proven track record in nurturing and sustaining relationships with a diverse array of stakeholders, I thrive in fast-paced and ever-changing business landscapes, ensuring that I am an invaluable asset to any team.

LANGUAGES

- English
- Filipino

PERSONAL DETAILS

Nationality	Date of birth	Marital status
Filipino	11 Oct 1995	Single

WORK EXPERIENCE

Operations Manager | Ubiquity | Bacolod | Jan 2023 - Jul 2024

- Conducted regular performance reviews, engagement activities, identifying areas for improvement and developing action plans to address them resulting to drop in attrition rate by 50% from 2023 to 2024.
- Supervised operations staff and kept employees compliant with company policies and procedures yielding consistent Quality and Compliance scores at 93% Average from Q4 2023 to Q1 and Q2 of 2024

Senior Team Leader | Ubiquity | Bacolod | Feb 2021 - Dec 2022

- Conducted daily team member meetings and updated members on best practices and continuing expectations saving 20 minutes of time spent on hourly weekly meetings

Administrative Assistant | Independent Contractor | Jan 2019 - Feb 2021

- Worked with several clients in Real Estate providing administrative assistance with the following: Customer Service, Streamlined processes and documented them thru creating SOPs, Email Management, Invoice Management using Freshbooks and Quickbooks, Lead Management using Market Leader, Document Management using Dotloop, Creation of Lease Agreement thru Rocket Lawyer, Listings Management thru MLSNow, Zillow, Facebook Marketplace, Property Management thru Property Zar and Rent Redi, Social Media Management, Calendar Management

Team Leader | Ubiquity | Bacolod | Apr 2018 - Jan 2019

- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards yielding around 200 seconds improvement on AHT versus 700 seconds target

Quality Analyst | Ubiquity | Bacolod | May 2017 - Apr 2018

- Conducted thorough root cause analyses on recurring defects, resulting in implementation of effective corrective actions such as identifying Gaps; Skill, Will, Process yielding consistent and better quality metrics at 90%+ on monthly basis

Customer Service Representative | Ubiquity | Bacolod | May 2016 - May 2017

- Handled escalated calls with professionalism, finding resolutions that satisfied both customer needs and company guidelines

EDUCATION

Bachelor of Technical Teacher Education: English, Markina Polytechnic College - Marikina City, Metro Manila, Philippines, Marikina City | 2016

Interened at San Mateo College where I taught English Grammar and Literature to college students.

SKILLS

- People Management
- Problem Solving
- MS Office 365
- Zendesk
- Salesforce
- Capcut
- Canva
- Twilio
- FreshBooks