



JAMIE REIA LABON

PERSONAL PROFILE

Detail-oriented, Diligent, innovative, and business-savvy administrative professional. Assist executives and managers on organizational level. Manage schedules and maintain communications across teams. With more than 10 years of progressive experience across broad range of Business Process Outsourcing operations and functions.

WORK EXPERIENCE

Fulfillment Agent/ Customer Support Agent - Tier 3

Curated | Oct 2021 - March 2025

- Customer Support Representative - Assist and address all customer's inquiries and concern.
- Verify the orders and ensure that all information is precise and accurate before they are forwarded to the tracking department
- Escalation and Slack tags - Be accountable to find resolution for escalations coming from the Customer Support
- Customer Service Turnover Sheet POC - Communicate with category experts and managers for important details and updates which are relevant to the timely fulfillment of orders.
- Service FreshDesk Tickets - These includes Order confirmation emails/ Order modification requests/ invoices payments receipt / Refunds and cancellation / Back orders / Item unavailable due to out of stock and warehouse inventory discrepancies / Tracking updates - tracking numbers and shipping delays.

Executive Assistant to the CEO, Sales and Marketing Admin

A2BHQ | Oct 2018 - January 2021

Executive Assistant to the CEO

- Sets up and Schedule in person meetings and virtual
- meetings/call meetings
- Transcribe and prepare summary notes of meetings
- Prepare meeting agendas
- Prepare travel and event workbooks
- Make sure all travel booking and hotel accommodation is booked and confirmed.
- Keeps CEO's outlook contacts are up to date.

Sales and Marketing Admin

- Assist with event coordination
- Prepare documents, presentations, excel workbooks
- Prepare sales documents such as pitch, proposal, Scope of work, etc.
- Email management – monitors sales mailbox and attends to client queries and request as needed,
- Monitor and update leads status at CRM.
- Responsible for sending thank you gifts/notes for the new clients
- Prepare Standard Operating Procedure for Biz Dev, Sales and Marketing Team,
- Create and update process documentation for Biz Dev, Sales and Marketing Team

CONTACT ME AT

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EDUCATION

Bachelor of Science in
Commerce
Major in Marketing

Far Eastern University
October 2004

TRAININGS

Real Estate Virtual Training
(REVA Training)
August 2021

RECOGNITIONS

📌 TOP Performer for Q1
(Level 12) - 2016

📌 Top Performer for the
month of January -
February 2016

SKILLS SUMMARY

Social Media, Productivity
App and Customer Relations

Leadership, Time Management,
and Collaboration

Microsoft office, Open office
and Google Suite

Accounting App - Oracle 11i,
Rumba Application

Meeting App - Zoom, Go To
Meeting, Google Meet

E-Signature - DocuSign,
RightSignature

CRM - Salesforce and Podio

WORK EXPERIENCE

Transaction Processing Analyst

Accenture Manila | Oct 2006 - April 2018

Account Receivable Analyst (Level 12)

March 2016 – April 9, 2018

- Perform account reconciliations to monitor customers account details for non-payments, delayed payments, and send business letters such as discrepancy letters, etc.
- Research and resolve payment discrepancies.
- Review and reconcile payment received from the group
- Do total Account Management for the Account.

Implementation Consultant (Level 12)

December 22, 2012 – February 2017

- Act as Enrollment SME and Sub-POC for the team.
- Lead and manager small team, as well as mentor the team members,
- Perform Quality Audit for the team
- Assist in doing RCA, review rework and escalation received by other IC.
- Keeps the team aware of production and quality scores and make sure all metrics are met.

Eligibility Consultant (Level 12)

October 2006 – December 21, 2012

- Processes enrollment request in an accurate and timely manner.
- Ensures that set production turnaround times are met.
- Research and resolve issues in an enrollment request given the tools provided by the project.
- Communicates and coordinates with the Team Lead and onshore counter-parts to resolve questions and/or issues on enrollment transactions
- Perform buddy quality audit.

Assistant Marketing Coordinator

Natural Quality Corp | November 2005 - October 2006

- Handles Customer Relations
- Responsible in Answering Product inquiries thru SMS
- Monitoring the stock level of some drugstores and make a report that is sent to the corresponding drugstore.
- In charge of receiving and distribution of Promo Materials for loyal Customers

Marketing Assistant

iGenie Solutions | June 2004 - November 2005

- Assist in Marketing, Sales and Technical Support
- In charge of Customer Relation and service follow up,
- Responsible in scheduling technical supports and Product demos
- Do client visits