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67 Malagasang 1-A Imus, Cavite

Education

- BS Aeronautical Engineering**

PATTS College of Aeronautics
2002-2003

- Caregiver**

A&M Training and Development
Training Center
2006

Certifications & Trainings

- Basic Life Support(Red Cross)
- Trainer's Certification Seminar(Collective Solution Intl.)
- Advanced MS Excel & Life Hacks (IQOR)
- Public Speaking Seminar

Language

English

Filipino

JOSE ENRICO MALABANAN SATSATIN

Profile

Results-driven professional with over 10 years of experience in customer service, training, and operations across telecommunications and healthcare sectors. Adept at coaching teams to achieve performance targets and improve customer satisfaction. Skilled in process optimization and training facilitation.



Work Experience

Optum

Assistant Manager- Specialty Benefits Dental and Vision

- Lead and manage a team to deliver exceptional service in dental and vision benefits operation.
- Develop and implement process improvements to optimize workflows and ensure compliance with regulatory standards.
- Provide coaching and professional development to team members, enhancing productivity and engagement.

Oct. 2022

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Present

Eperformax Contract Centers

Coach Level 2 - Sprint by T-Mobile

- Led and mentored a team of representatives to exceed quality and performance and targets
- Conducted regular coaching sessions, focusing on agent skill development and engagement.

Feb. 2022

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Oct. 2022

Capital One

Sr. Operations Representative - GMC Core Operations

- Managed operational workflows and provided expert support on critical escalations.
- Recognized for consistently meeting performance metrics and quality benchmarks.

2021

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2022

RMS Collect Inc. (IQOR)

Subject Matter Expert / Quality Assurance Analyst

- Monitored and evaluated calls to ensure compliance with quality standards.
- Spearheaded initiatives to streamline QA processes, increasing team productivity.

2016

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2020

Collective Solution Intl.

Product-Specific Trainer / Learning and Development

- Designed and facilitated training programs for new hires and tenured staff, improving product knowledge.
- Collaborated with management to develop strategic learning interventions.
- Delivered coaching sessions that improved conversion rates.

2014

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2016

Our Lady of the Pillar Medical Center

Nursing Aide

- Provided compassionate patient care in medical, pediatric, and intensive care unit.
- Assisted healthcare teams in emergency response and routine patient management.

2006

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2014