

Dear Hiring Manager,

I am writing to express my interest in the **Team Leader** position at **Spin Virtual Solutions**. With a robust background encompassing over fifteen years in operations, administration, and customer service, I am well-equipped to support your team effectively and efficiently.

In my most recent role as a Senior Operations Supervisor at Payreto Incorporated (October 2023 -February 2025), I led a team to enhance operational efficiency and ensure high-quality service. This role allowed me to refine my skills in project management, team leadership, and operational optimization.

Previously, as an Operations Supervisor at Automatic Data Processing Incorporated (ADP) (October 2021 - October 2023), I oversaw daily operations, ensuring smooth workflow and timely project completion. This experience honed my abilities in time management, multitasking, and maintaining meticulous attention to detail.

Before my tenure at ADP, I held dual roles at Lizardbear Tasking Incorporated (Task Us). As an Operations Supervisor (January 2019 - April 2021) and Teammate (April 2018 - December 2018), I provided exceptional support in a fast-paced environment, developing strong interpersonal skills and the ability to adapt quickly to new tasks.

From December 2012 to March 2017, I served as an Administrative Personnel at China Banking Corporation, where I managed administrative functions and supported executive staff, further enhancing my organizational and communication skills.

Earlier in my career, I gained valuable experience as a Project Supervisor and Quality Analyst at Synovate Incorporated (April 2009 - November 2012; January 2008 - April 2009) and as a Field Researcher (June 2006 - December 2007). These roles equipped me with strong analytical abilities and a keen eye for detail. My initial work experience as a Service Crew at Jollibee Corporation (June 2004 - April 2006) taught me the importance of customer service and teamwork.

I am enthusiastic about the opportunity to leverage my comprehensive skill set at **Spin Virtual Solutions** as a **Team Leader**. I am confident that my background in operations, administration, and customer service will enable me to provide exceptional support to your team.

Thank you for considering my application. I look forward to the possibility of discussing how my experience and skills can contribute to the success of your organization.

Sincerely,

Andrian G. Murillo

# ANDRIAN G. MURILLO

## Personal Details:

Nickname: Yannie

Mobile Phone Number: 09541970867, 09525529025

Email address: [y11282024@gmail.com](mailto:y11282024@gmail.com)

Skype: live:.cid.45de2f38e3ae0edf

Present Address: Pasig City 1600, National Capital Region, Philippines

## BPO-Related Work Experiences:

Job Title: **Senior Operations Supervisor**

Employer: **Payreto Services Incorporated**

Inclusive Dates: October 2023 to February 2025

Key Responsibilities:

1. *Overseeing Daily Operations:* Ensuring that all daily activities run smoothly and efficiently.
2. *Team Leadership:* Managing and leading a team to achieve operational goals.
3. *Process Improvement:* Identifying areas for improvement and implementing solutions to enhance efficiency.
4. *Resource Management:* Allocating resources effectively, including human capital, materials, and equipment.
5. *Performance Monitoring:* Tracking team performance and providing feedback and support.
6. *Problem-Solving:* Addressing and resolving operational issues as they arise.
7. *Compliance:* Ensuring adherence to company policies and industry regulations.
8. *Communication:* Acting as a bridge between upper management and the team, relaying information effectively.

Job Title: **Operations Supervisor**

Employer: **Automatic Data Processing, Incorporated (ADP)**

Inclusive Dates: October 2021 to October 2023

Key Responsibilities:

1. *Monitoring Efficiency*: Overseeing departmental efficiency and ensuring smooth operations.
2. *Tracking KPIs*: Keeping track of key performance indicators (KPIs) across various functions, including IT, customer support, and finance.
3. *Compliance*: Ensuring compliance with operational policies and industry regulations.
4. *Training and Supervision*: Supervising and training employees to ensure they perform their tasks effectively.
5. *Process Improvement*: Identifying areas for improvement and implementing processes to enhance efficiency and reduce costs.
6. *Reporting*: Preparing and submitting operational reports to management.
7. *Resource Management*: Managing resources, including personnel, equipment, and materials, to meet operational goals.
8. *Budgeting*: Producing operational and departmental budgets.

Job Title: **Operations Supervisor (Interim)**

Employer: **Lizardbear Tasking, Incorporated (TaskUs)**

Inclusive Dates: January 2019 to April 2021

Key Responsibilities:

1. *Daily Operational Management*: Ensuring that daily operations run smoothly and efficiently.
2. *Team Leadership*: Leading and supervising a team, providing guidance and support to achieve operational goals.
3. *Performance Monitoring*: Tracking team performance and productivity, and providing feedback and support.

4. *Training and Development*: Conducting training programs and developing team members' skills.
5. *Resource Management*: Managing resources, including personnel, tools, and materials, to meet operational goals.
6. *Problem-Solving*: Identifying and resolving operational issues as they arise.
7. *Compliance*: Ensuring adherence to company policies and industry regulations.
8. *Communication*: Acting as a bridge between upper management and the team, relaying information effectively.

Job Title: **Teammate**

Employer: **Lizardbear Tasking, Incorporated (TaskUs)**

Inclusive Dates: April 2018 to December 2018

Key Responsibilities:

1. *Customer Support*: Handling customer inquiries through various support channels such as voice, email, chat, social media, and SMS text.
2. *Problem-Solving*: Providing solutions to customer issues and ensuring customer satisfaction.
3. *Communication*: Maintaining clear and effective communication with customers and team members.
4. *Adherence to Guidelines*: Following company policies and quality guidelines to ensure consistent service.
5. *Performance Metrics*: Meeting and exceeding key performance indicators (KPIs) set by the company.
6. *Confidentiality*: Keeping customer information and company data confidential.
7. *Training Participation*: Engaging in training programs to improve skills and knowledge.
8. *Feedback*: Providing constructive feedback to management about potential issues or areas for improvement.

## Non-BPO Work Experiences:

Job Title: **Administrative Personnel**

Employer: **China Banking Corporation**

Inclusive Dates: December 2012 to March 2017

Key Responsibilities:

1. *Document Management*: Handling and organizing documents, records, and files, ensuring they are easily accessible and secure.
2. *Communication*: Acting as a point of contact for internal and external communications, including answering phone calls, responding to emails, and managing correspondence.
3. *Supporting Executives*: Providing administrative support to executives, including preparing reports, presentations, and other materials.
4. *Event Coordination*: Organizing and coordinating office events, meetings, and conferences.
5. *Compliance*: Ensuring adherence to company policies and procedures.
6. *Vendor Management*: Coordinating with vendors for office supplies and services.

Job Title: **Project Supervisor**

Employer: **Synovate, Incorporated** (formerly Asia Market Intelligence)

Inclusive Dates: April 2009 to November 2012

Key Responsibilities:

1. *Project Planning*: Developing detailed project plans, including timelines, milestones, and deliverables.
2. *Team Leadership*: Leading and supervising project teams, providing guidance, support, and motivation to achieve project goals.
3. *Quality Control*: Ensuring that project deliverables meet the required quality standards and client expectations.
4. *Resource Management*: Allocating and managing resources, including personnel, equipment, and materials, to ensure efficient project execution.

5. *Communication*: Acting as a liaison between the project team, clients, and other stakeholders, ensuring clear and effective communication.
6. *Problem-Solving*: Identifying and resolving issues that arise during the project lifecycle, implementing solutions to keep the project on track.
7. *Documentation*: Maintaining accurate project documentation, including reports, progress updates, and final project deliverables.
8. *Budget Management*: Managing project budgets, ensuring that expenditures stay within allocated limits.
9. *Training and Development*: Conducting training programs and developing team members' skills to enhance their performance.
10. *Client Interaction*: Working closely with clients to understand their needs and ensure that the project meets their expectations.

Job Title: **Quality Analyst**

Employer: **Synovate, Incorporated** (formerly Asia Market Intelligence)

Inclusive Dates: January 2008 to April 2009

Key Responsibilities:

1. *Conducting Quality Inspections*: Reviewing documents, conducting tests, and analyzing data to ensure that products and services meet specified requirements and standards.
2. *Auditing Processes*: Examining and evaluating processes within the organization to identify areas for improvement. This involves conducting internal audits and recommending process enhancements<sup>1</sup>.
3. *Developing Quality Standards*: Creating quality standards and procedures that align with industry best practices. This includes developing documentation, training materials, and guidelines<sup>1</sup>.
4. *Collaborating with Cross-Functional Teams*: Working closely with different departments, such as product development, engineering, and customer support, to gather feedback, address issues, and improve overall quality.
5. *Statistical Analysis*: Performing detailed statistical analysis to identify trends, issues, and areas for improvement in product and process quality.

6. *Quality Assurance Audits:* Conducting regular quality assurance audits to ensure adherence to established standards and regulatory compliance.
7. *Data Monitoring and Reporting:* Continuously monitoring data regarding product quality and process efficiency, and producing comprehensive reports detailing findings and recommending actionable improvements.
8. *Fostering Continuous Improvement:* Identifying inefficiencies and suggesting enhancements to products and processes to foster a culture of continuous improvement.

Job Title: **Field Researcher**

Employer: **Synovate, Incorporated** (formerly Asia Market Intelligence)

Inclusive Dates: June 2006 to April 2007

Key Responsibilities:

1. *Data Collection:* Conducting surveys, interviews, and observations to gather primary data from respondents in various locations.
2. *Field Studies:* Designing and implementing field studies to collect relevant data for marketing research projects.
3. *Data Verification:* Ensuring the accuracy and completeness of collected data by reviewing and verifying it against established criteria.
4. *Documentation:* Documenting field conditions, activities, and findings in detailed reports.
5. *Interviewing:* Conducting interviews with individuals or groups to gather qualitative insights and opinions.
6. *Survey Administration:* Administering surveys and questionnaires to collect quantitative data from respondents.
7. *Equipment Management:* Using and maintaining specialized equipment and software for data collection and analysis.
8. *Collaboration:* Working collaboratively with other researchers and specialists to ensure comprehensive data collection and analysis.
9. *Ethical Compliance:* Adhering to ethical research standards and regulations to protect the rights and privacy of respondents.



10. *Reporting*: Preparing research reports and presenting findings to stakeholders, highlighting key insights and recommendations.

Job Title: **Service Crew**

Employer: **Jollibee Foods Corporation**

Inclusive Dates: June 2004 to April 2006

Key Responsibilities:

1. *Customer Service*: Taking orders from customers, answering their questions, and ensuring they have a pleasant dining experience.
2. *Order Processing*: Processing bills, issuing receipts, and ensuring accurate order fulfillment.
3. *Food Preparation*: Assisting in food preparation tasks as needed, such as packing food orders and serving them efficiently.
4. *Table Setting and Cleaning*: Setting tables before customers arrive and cleaning tables after customers leave.
5. *Delivery Assistance*: Helping with outdoor delivery when required.
6. *Inventory Management*: Carrying out inventories on restaurant supplies and restocking items as needed.
7. *Cash Handling*: Operating cash registers, handling payments, and managing cash transactions.
8. *General Assistance*: Providing help and assistance in the kitchen or other areas of the restaurant as needed.
9. *Maintaining Cleanliness*: Cleaning dishes, utensils, and ensuring overall cleanliness in the restaurant.
10. *Promoting Special Offers*: Furnishing customers with information about service times and special deal offers.

## Academic Background

units in Bachelor of Science in Secondary Education Major in Science in Taguig City University

units in Bachelor of Science in Business Administration Major in Marketing Management in Polytechnic University of the Philippines Open University System

## Skills related to Virtual Assistant Job

1. *Communication Skills*. Excellent written and verbal communication abilities to interact effectively with clients, team members, and stakeholders.
2. *Time Management*. Ability to prioritize tasks, manage time efficiently, and meet deadlines.
3. *Organization*. Strong organizational skills to keep track of multiple tasks, projects, and schedules.
4. *Technical Proficiency*. Familiarity with various software and tools, such as Microsoft Office, Google Workspace, project management software (e.g., Trello, Asana), and communication platforms (e.g., Slack, Zoom).
5. *Research Skills*. Ability to conduct thorough and efficient research to gather information and provide insights.
6. *Customer Service*. Strong customer service skills to handle client inquiries and provide support.
7. *Attention to Detail*. Meticulous attention to detail to ensure accuracy and quality in all tasks.
8. *Adaptability*. Flexibility to adapt to changing priorities, tasks, and client needs.
9. *Problem-Solving*. Ability to identify issues, think critically, and provide effective solutions.
10. *Confidentiality*. Maintaining confidentiality and handling sensitive information with discretion.
11. *Self-Motivation*. Being proactive and taking initiative without constant supervision.

12. *Multitasking*. Ability to handle multiple tasks simultaneously and switch between them efficiently.

13. *Reliability*. Consistency in delivering quality work and meeting deadlines.

## **Training and Certifications, etc.**

### **Technical Education and Skills Development Authority (TESDA) Online Program**

#### 21st Century Skills

##### Communication

- Participating in Workplace Communication
- Receiving and Responding to Workplace Communication

##### Environmental Literacy

- Exercising Sustainable Development in The Workplace
- Orienting Oneself to Environmentally Sustainable Work Standards
- Performing Solid Waste Management in The Workplace

##### Digital Literacy

- Wi-Fi 101 And Digital Thumbprint Program
- Microsoft Digital Literacy
- Participating Safely and Responsibly
- Creating Digital Content
- Communicating Online
- Collaborating and Managing Contents
- Accessing Information Online

##### Language Literacy

- English for Business and Entrepreneurship
- Using Educational Technology in the English Language Classroom
- English as a Medium of Instruction
- English for Science, Technology, Engineering, and Mathematics (eSTEM)

## Lifelong Learning Skills

- Personal Financial Management Course
- Financial Planning
- Budgeting and Saving
- Debt Management

## Entrepreneurship

- Safe Stores Education
- Building Business Mindset
- Planning the Business
- Managing Business Operations
- Ensuring Business Sustainability and Success
- Basic E-Commerce using Social Media UNDER THE iSTAR PROGRAM IN PARTNERSHIP WITH COCA-COLA PHILIPPINES

## Start and Improve Your Business

- Start and Improve Your Business
- Establishing & Operating Micro-Small Medium Enterprises (MSMEs)

## Information and Communication Technology

### Visual Graphic Design NC III

- Introduction to Visual Graphic Design
- Developing Designs for a Logo
- Developing Designs for Print Media
- Developing Designs for User Experience
- Developing Designs for User Interface
- Developing Designs for Product Packaging
- Designing Booth and Product/Window Display

## Technical and Vocational Education and Training

### 1. Trainers Methodology I

- Supervising Work-Based Learning
- Utilizing Electronic Media in Facilitating Training
- Maintaining Training Facilities
- Planning Training Session
- Conducting Competency Assessment

### 2. Trainers Methodology II

- Developing Training Curriculum

## **TESDA National Language and Skills Center (TESDA - NLSC)**

1. English Proficiency for Customer Service Workers
2. Communicate in Basic English Language
3. Apply Verbal and Non-Verbal Communication Skills as Customer Service Workers
4. Neutralize Local or Regional Accent

## **TEFL Professional Institute – Teacher Record**

1. Teaching English as a Foreign Language Course

## **Coursera – Arizona State University (On-Going)**

1. Arizona State University TESOL Professional Certificate
  - a. Teach English Now! Foundational Principles
  - b. Teach English Now! Theories of Second Language Acquisition
  - c. Teach English Now! Lesson Design and Assessment
  - d. Teach English Now! Capstone Project 1
  - e. Teach English Now! Second Language Reading, Writing, and Grammar
  - f. Teach English Now! Second Language Listening, Speaking, and Pronunciation
  - g. Teach English Now! Technology Enriched Teaching

## h. Teach English Now! Capstone Project 2

### **Coursera – Commonwealth Education Trust (On-Going)**

1. Foundations of Teaching for Learning: Introduction
2. Foundations of Teaching for Learning: Curriculum
3. Foundations of Teaching for Learning: Being a Teacher
4. Foundations of Teaching for Learning: Being a Professional
5. Foundations of Teaching for Learning: Planning for Teaching and Learning
6. Foundations of Teaching for Learning: Learners and Learning
7. Foundations of Teaching for Learning: Introduction to Student Assessment
8. Foundations of Teaching for Learning Capstone: The Reflective Practitioner
9. Foundations of Teaching for Learning: Developing Relationships

### **Coursera – University of California – Irvine (On-Going)**

1. Test of English as a Foreign Language (TOEFL) Preparation Specialization
  - a. TOEFL Reading and Listening Sections Skills Mastery
  - b. TOEFL Speaking and Writing Sections Skills Mastery
  - c. TOEFL Test-Taking Strategies
2. International English Language Testing System (IELTS) Preparation Specialization
  - a. IELTS Writing Section Skills Mastery
  - b. IELTS Listening and Speaking Sections Skills Mastery
  - c. IELTS Reading Section Skills Mastery

## **Achievements**

1. Core Value Champion "Inspire Others by Believing in Yourself"
2. Core Value Champion "Continuous Self-Improvement"
3. Core Value Champion "Strive for Excellence"
4. Cluster Sherrie Top Performer for Q3 2018
5. Cluster Sherrie Top Performer for Q4 2018
6. Team Precious Top Performer for Q3 2018 (Attendance)
7. Team Precious Top Performer for Q3 2018 (Quality Audit)
8. Team Precious Top Performer for Q3 2018 (Schedule Adherence)
9. Team Precious Top Performer for Q3 2018 (First Call Resolution)
10. CSAT Rock Star 100% for Month of July 2018

## **Interests**

1. Productivity Hacks
2. Reading
3. Fitness
4. Traveling
5. Learning Languages
6. Cultural Activities
7. Attending Workshops and Seminars
8. Music & Arts

## **References**

\*References will be available upon request