

**John Paulo A. Soriano**

0255 Unit 5, Plaridel Airport RD,  
Lumang Bayan, Plaridel,  
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rottenpieces022115@gmail.com

**Job History:**

**Back Office Team Leader**

**Customer Frontline Solutions**

February 2024 – June 30 2024 (Project Based) | Business Solutions Center, Meralco Complex  
Ortigas Avenue Pasig City, Philippines 0300

**Sales and Marketing Head**

**Pampanga Motorparts Supply – Pang Masa | Wedzz Motorparts**

June 2023 – January 2024 | Mexico, Pampanga

**Sr. Associate**

**Viventis Interim/R1 RCM**

August 2022 – November 2022 | 21F Alliance Global Tower, Uptown Mall, Taguig City

**Acquisition Callers Supervisor**

**Growsari Inc.**

January 2021 – January 2022 | 2<sup>nd</sup> floor Workable Robinsons Zeta Towers C5  
Rd E Rodriguez Ave Quezon City, Philippines 2011

**DCCR SPOC**

**Customer Frontline Solutions**

July 2020 – October 2020 (Project Based) | Business Solutions Center, Meralco Complex Ortigas  
Avenue Pasig City, Philippines 0300

**Customer Service Associate**

**TDCX**

January 2020 – June 2020 | 24<sup>th</sup> floor Robinsons Cyberscape Gamma, Pasig City, Philippines

**Telesales and Marketing Lead / Franchise Advisor**

**Grainsmart Corporation**

June 2019 – November 2019 | 394 Banawe St Brgy Sto Domingo City, Philippines

**Inbound Sales Supervisor**

**Chronos Strategies HLK**

October 2018 – June 2019 | 11<sup>th</sup> floor, North Wing Tower Rockwell Business Center Sheridan,  
Pasig City, Philippines

## **Sales Supervisor**

### **SV & EJ Management Services**

November 2017 – August 2018 | 24<sup>th</sup> floor One San Miguel Ave Condominium One  
San Miguel Ave, Pasig City, Philippine

## **Regional Partnership Executive**

### **One Planet Ops - Manila**

September 2017 – November 2017 | 15<sup>th</sup> floor BA Lepanto Building  
8747 Paseo De Roxas, Makati City, Philippines

## **Subject Matter Expert, Care and Regulatory Operation**

### **Asia Regional Operation Center, Western Union Services Philippines Inc**

January 2016 – January 2017 | Global Trade Center Building  
1024 EDSA, Quezon City, Philippines

## **Technical Support Specialist/Subject Matter Expert**

### **Expert Global Solutions / NCO Group**

June 2014 - January 2016 | 16<sup>th</sup> floor Three Cyberpod Eton  
Centris Brgy Pinyahan, Quezon City

## **LRP Lead / WFM Management**

### **The Results Companies Manila**

July 2013 - March 2014 | One World Center Building, The Mactan Newtown, Lapu Lapu City, Cebu  
Philippines

## **Service Delivery Manager**

### **MT - S.T.A.T. Inc.**

February 2013 - May 2013 | 3rd Floor Mango Square Mall, Gen.  
Maxilom Ave., Cebu City

## **Sales Supervisor**

### **Author's Solution / Xlibris**

January 2011 - December 2012 | 6th Floor TGU Bldg., Asiatown  
I.T. Park, Lahug, Cebu City

## **Operations Supervisor**

### **Convergys**

May 2008 - December 2010 | Paseo Arcenas, Banawa, Cebu City, Cebu

## **Training and Quality Supervisor**

### **Qualfon**

June 2006 - March 2008 | Dr. V. Locsin St. corner Real St., Dumaguete City, Negros Oriental

## **Technical Support Representative / Tier 2**

### **TeleTech**

April 2004 - January 2006 | Dumaguete Business Park, Dumaguete City, Negros Oriental

## **Educational Attainment:**

### **Silliman University**

Bachelors in biology  
Marine Biology Major Dumaguete City, Oriental Negros 1996 – 2001

### **Commonwealth High School**

Barangay Commonwealth  
Diliman Quezon City  
1992 – 1996

### **Commonwealth Elementary School**

Barangay Commonwealth  
Diliman Quezon City  
1986 - 1992