






Jovenix Orpilla

I am eager to embrace challenging and high-pressure roles that will sharpen my capabilities and enhance my performance. My goal is to evolve into an exceptionally skilled professional, contributing significantly to the company's objectives and missions. I am committed to driving efficiency and elevating the quality of services we deliver.

 Baguio City, Province of Benguet,  

Work Experience



CSR • SITEL PHILIPPINES | CSR VIRGIN VOYAGES

January 2023 - March 2024

- Expertly managed high volumes of incoming calls, effectively generating sales leads.
- Skillfully identified and assessed customer needs, ensuring high satisfaction levels.
- Fostered sustainable relationships and trust with clients through proactive and engaging communication.
- Delivered accurate, valid, and comprehensive information utilizing optimal methods and tools.
- Achieved personal and team sales targets, along with call handling quotas.
- Efficiently addressed customer complaints, offering timely solutions and alternatives, with diligent follow-up for resolution.



Executive Assistant | Talent Acquisition • STORYLINES AT SEA

April 2022 - December 2022

- Conducts compliant candidate screenings and preliminary interviews for specialized roles including Ship Captains, Yacht Positions, and Senior IT and non-IT positions for US and UK clientele.
- Administers skill assessments to evaluate new applicants effectively.
- Utilizes advanced Boolean Search Strings across various platforms to identify and source potential candidates.
- Engages with candidates through targeted recruiting emails and persistent follow-up communications.
- Leverages social media networks like LinkedIn, Facebook, and Twitter for candidate outreach and engagement.



Executive Assistant | Sourcing Specialist • Elton Aclao Services Inc

February 2021 - March 2022

- Conducted meticulous pre-screening of candidates by evaluating online portfolios and resumes within the US and UK markets.
- Executed targeted recruitment campaigns through personalized outreach emails and maintained active engagement with candidates through follow-up communications.
- Served as the primary liaison for all general communications, ensuring seamless connectivity between stakeholders and the executive.
- Managed call routing with professionalism, ensuring inquiries were directed to the appropriate parties efficiently.
- Coordinated complex travel logistics for executive officers, overseeing itinerary planning to ensure streamlined business trips.
- Organized exec travel & itineraries



CSR Health Care & SALES • BroadPath Global Services Inc

January 2019 - March 2021

- Facilitated customer requests including scheduling doctor appointments, managing medication refills, and processing health insurance claims.
- Addressed customer inquiries regarding health insurance benefits and coverage details.
- Prioritized customer satisfaction as the primary objective in all call interactions.
- Coordinated client meetings to assess and respond to individual needs effectively.
- Monitored sales metrics and compiled reports to gauge sales performance.
- Managed financial responsibilities including budget oversight and invoice processing.
- Proposed creative strategies to boost sales and improve the overall client experience.

Education



2015 - 2018

University of the Cordilleras

Behavioral Science

Skills

- Communication
- Microsoft Office
- Excel
- Google Drive

Languages

- English — Professional
- Tagalog — Native or Bilingual