


JACQUELYN LLAMEG

 makahalloween@gmail.com

 +63 916 599 8714

 [Llameg's Profile CSSBB](#)

 [My Personality](#)

SUMMARY

Results-driven leader with 6+ years of experience in training, quality management, and process improvement. Skilled in developing training programs, enhancing team performance, and optimizing operations to align with business goals. Experienced in executive coordination, ensuring seamless communication and priority alignment.

Proficient in social media management, specializing in Facebook, Instagram, and Indeed to drive engagement and brand growth. Skilled in content creation, digital marketing, and Canva to enhance online presence. Passionate about continuous learning, efficiency, and business growth.

WORK EXPERIENCE

Training and QA Manager- EverPro

August 2023-Present

- Increased operational efficiency by 30% through strategic planning, streamlining processes, workflow optimization, and automation.
- Led teams with a 95% performance alignment to company objectives, fostering high engagement and productivity.
- Improved key performance metrics by 40%, leveraging data-driven insights for continuous enhancements.
- Ensured legal compliance and proactive risk management.

Senior Process Executive -Infosys BPM

August 2022- August 2023

- Improved process consistency by 30% through Training and QA initiatives, ensuring accuracy and compliance.
- Managed 401(k) and retirement plans by handling hardship inquiries, loans, withdrawals, rollovers, and transfers with 100% compliance.
- Achieved 95%+ resolution efficiency by delivering exceptional customer communication and inquiry support.
- Enhanced employee performance and engagement by 40% by collaborating with the Training Team to optimize service quality.

Senior Travel and Lifestyle Associate SME - AMEX

January 2022 - June 2022

- 95% accuracy in booking flights, car rentals, and hotels.
- 95% de-escalation success rate with empathetic customer resolutions.
- 100% CSAT achieved through exceptional service.
- SME and Junior Training Apprentice: guided team development and knowledge sharing.

Senior Executive Trainer AM- IGT SOLUTIONS

April 2018 - December 2021

- Spearheaded end-to-end training programs on Agoda's hotel system, empowering new hires, co-trainers, and staff with expert knowledge.
- Elevated customer experience standards, equipping teams to handle inquiries, special requests, and complaint resolution with excellence.
- Improved trainee performance by 35% with targeted coaching, skill assessments, and personalized development plans.
- Fostered a culture of continuous learning, leading knowledge-sharing initiatives that promoted long-term team growth.
- Co-led two high-impact client projects, achieving a 100% success rate and delivering outstanding results.
- Drove seamless project delivery, aligning client expectations with business objectives for long-term success.

Subject Matter Expert - Alorica

October 2014 -December 2017

- Assisted U.S. customers with prescription refills, coding validations, and doctor authorizations, ensuring seamless service.
- Served as Assistant Team Lead, stepping in during the manager's absence to oversee teams, support daily operations, and maintain performance standards.
- Ensured 100% HIPAA compliance, conducting thorough Medicare KYC verifications for enrollees aged 60+.
- Experienced in pharmacy benefits, insurance verification, and claims processing, ensuring accurate and timely resolutions.
- Familiar with operational tasks, including workflow management, team coordination, and compliance monitoring.

KEY SKILLS

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|---|---|
| • Strategic Planning and Business Development | • Problem Solving and Critical Thinking |
| • Leadership and Team Management | • Virtual and ILT Facilitation |
| • Operations and Process Optimization | • LMS Management and Training Delivery |
| • Financial Oversight and Budget Management | • Organizational and Time Management |
| • Customer Service Excellence | • Attention to Detail |
| • Office Suite Software Proficiency | • Fluent in English and Tagalog |
| • Corporate Communications | |

EDUCATION

Entrepreneurship Technologies - Associate Degree.

Imus Computer College

Tools & Software Proficiency:

Microsoft Office Suite | Google Workspace | Canva Pro | Salesforce | ServiceTitan (including Enterprise) | Jobber | Tableau | Oracle | Genesys Monitoring | Ms Teams | Otter AI | LMS | Workday | Zoom | Capcut | Housecall Pro | Trip Master | ADP | Confluence | Sharepoint | Evernotes | Zoho Wiki | Almanac.