

# DANNIELLA R. NEPOMUCENO

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## CORE COMPETENCIES

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- **Executive & Administrative Support** – Calendar management, travel coordination, email handling, and confidential business operations.
- **Event & Project Management** – Planning and executing corporate events, logistics coordination, budgeting, and vendor management.
- **Training & Quality Management** – Developing training programs, coaching teams, performance evaluation, and ensuring quality standards.
- **Client & Stakeholder Relations** – Strong communication, relationship-building, and customer service excellence.
- **Process Improvement & Organization** – Workflow optimization, strategic problem-solving, and high-level decision-making support.
- **Graphic Design & Video Editing** – Creating Canva graphics, posters, and marketing materials; basic video editing for promotions and presentations.
- **Technology & Productivity Tools** – Proficient in Salesforce CRM, Microsoft Outlook, Teams, Google Workspace, Power BI, and Tripleseat.

## WORK EXPERIENCE

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### TRAINING & QUALITY SUPERVISOR

iQor Bacolod, Philippines — January 2023 – March 2025

- Supervised and guided trainers and quality analysts for airline and aviation programs across the Philippines and Colombia sites, ensuring alignment with organizational standards and client expectations.
- Spearheaded improvements in quality processes, resulting in significant site performance enhancement throughout 2023–2024.
- Delivered data-driven insights to enhance operational efficiency and drive quality performance by creating actionable plans to achieve site-wide goals.
- Collaborated effectively with clients to enhance program performance and identify strategic solutions for operational improvements.
- Designed and analyzed comprehensive decks featuring site data, insights, and action plans for presentation during business and quarterly reviews.
- Developed training materials and programs informed by critical quality insights to improve overall performance and efficiency.
- Created and maintained Salesforce Knowledge Base for clients, ensuring accessible and up-to-date resources for streamlined reporting and reference.
- Assisted in recruiting, interviewing, and onboarding new hires, ensuring smooth integration into training programs and adherence to quality standards.
- Monitored and evaluated the performance of supervisors and quality analysts, ensuring adherence to coaching standards and maintaining high-quality service delivery.
- Prepared and reported new hire glide path data, presenting findings and progress directly to clients.
- Conducted thorough monthly and quarterly performance evaluations for all subordinates, fostering continuous growth and improvement.

### VIRTUAL ASSISTANT & EVENTS COORDINATOR (CONTRACT ROLE)

GHM Property — March 2024 – December 2024

- Scheduled and managed events using Tripleseat, ensuring seamless coordination and accurate event details from planning to execution.
- Responded promptly to customer inquiries, providing exceptional service and maintaining high standards of communication and professionalism.

- Prepared and sent proposals and presentation decks to potential clients, showcasing tailored event packages to meet their needs.
- Successfully closed deals and sent contracts to clients, ensuring all requirements were properly documented and agreements finalized.
- Collaborated and communicated with the manager via Slack, providing daily reports on confirmed bookings and prospective leads.
- Maintained a well-organized pipeline of confirmed and potential bookings, ensuring consistent follow-ups and maximization of revenue opportunities.
- Demonstrated strong organizational and multitasking skills while managing multiple events simultaneously in a fast-paced, remote environment.

### **EVENTS COORDINATOR (PROJECT-BASED)**

**TEAM ACIDS EVENTS MANAGEMENT** – January 2016 – January 2024

- Planned and executed over 100 events since 2016, including corporate events, conventions, fundraisers, LGU events, festivals, birthdays, and weddings.
- Proposed effective event layouts and coordinated with all staff, event logistics, and other suppliers throughout the event life cycle.
- Works closely with client and event director in providing all the needs for the event
- Coordinates and manages all suppliers and talent contracts and communicates clients' needs and demands.
- Manages the event budget, oversees the process, and ensures all expenses are properly accounted for and settled.
- Creates and manages event timeline from pre-event to post-event schedule.
- Communicate with vendors, clients, city officials, and staff to retain customer loyalty and ensure successful organization of events.

### **TRAINER I**

**IQOR BACOLOD, PHILIPPINES** – January 2021- December 2023

- I have trained over 400 BPO agents in the Philippines, the US, and Canada for airline and aviation programs, both in-person and virtually.
- Assisted in the launch of a new Canadian airline by developing its knowledge base, creating training materials, and fulfilling other client requirements to establish a customer care center successfully.
- Collaborated closely with clients to develop vendor operations policies, processes, and materials.
- Planned & created training activities and materials to drive better performance for operations
- Conducted interviews for applicants in the Philippines & Canada

### **RESERVATIONS SPECIALIST**

**IQOR BACOLOD, PHILIPPINES** – April 2020- December 2020

- Assists customers and passengers over the phone and via social media.
- Ensured superior customer experience by addressing customers' concerns, demonstrating empathy, and resolving problems on the spot.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service
- Maintained a good performance by achieving monthly KPI target

### **SALES ASSOCIATE**

**STEELARTS BILLBOARD** — June 2017 – September 2018

- Managed the creation, distribution, and tracking of marketing collaterals, ensuring alignment with brand strategies and effectively supporting sales initiatives.
- Generated leads through various channels, proactively identifying potential clients and expanding the customer base.

- Engaged with prospective clients, providing product information and customized solutions based on client needs, leading to successful deal closures.
- Prepared and sent contracts to clients, ensuring all terms and conditions were clearly outlined and agreements were finalized.
- Successfully closed deals, meeting sales targets and contributing to the growth of the company's market share.
- Managed client relationships post-sale, providing ongoing support and ensuring high levels of client satisfaction, leading to repeat business and long-term partnerships.
- Collaborated with the marketing and sales teams to develop strategies for increasing visibility and maximizing sales opportunities.

## SKILLS

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- **Technical Skills:** Microsoft Apps (Word, Powerpoint, Excel, Mircrosoft Teams, Outlook, PowerBI), Google Worksapce, Salesforce, Creative Suite (Canva & Photoshop), TripleSeat, Slack, Zoom, Skype
- **Professional Skills:** Active Listening, Team & Collaborative Leadership, Client relationship, Strategic Planning, Data Analytics, Presentation Competency, Time Management & Multi-tasking Skills

## EDUCATION

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### **Bachelor of Arts in Interdisciplinary Studies major in Psychology, Marketing & Events Management**

University of St. Lasalle – Bacolod (2013-2017)

- Vice President – IDS Organization
- Squad Captain – Artians Cheerdance Squad
- Member – Production Support Group
- Volunteer - Institute of Moving Images