



Ruel Labong

WORK EXPERIENCE

ACCOUNT MANAGER

Office Partners 360 | January 2024 - January 2025

- Interview New Applicants to be assigned to 4 Different LOBs under Venus Back Office Team.
- Lead, coach, and mentor team leaders and members to ensure they meet their performance targets, including productivity, quality, and customer satisfaction.
- Track the performance of each team using key performance indicators (KPIs) and metrics. Provide regular feedback, conduct performance reviews, and implement action plans to address areas of improvement.
- Generate and analyze reports related to team performance, productivity, and other metrics. Present these reports to management and suggest improvements where necessary.
- Keep the account motivated, encourage a positive work environment, and recognize achievements to boost morale and productivity.

SOCIAL MEDIA AND PROJECT MANAGER

FIRM HEC | July 2022 - December 2023

- Built an ERP for the Business that they will be using in a day-to-day transaction.
- Used Canva to create daily contents for their social media accounts such as Facebook, Tiktok & Instagram
- Create and implement a comprehensive social media strategy aligned with organizational goals.
- Identify target audience and tailor content to maximize engagement.
- Collaborate with marketing and creative teams to develop campaign assets.
- Provide insights for integrated marketing campaigns.
- Set-up and navigate CRM's such as Fergus, Simpro and Monday.com

TEAM LEADER | SUPERVISOR

Concentrix Inc | February 2018 - May 2022

- Support fellow leads by providing solutions.
- Interview new applicants that can be assigned to account.
- Coach agents and teach them sales strategy.
- Ensure that team members adhere to company policies, processes, and quality standards. Conduct regular quality checks on the team's work to maintain high standards.

EDUCATION

DATAMEX INSTITUTE OF INFORMATION TECHNOLOGY

June 2011 - April 2013

Associate Degree in Information Technology

CONTACT INFO



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PROFESSIONAL SKILLS

- SALES COACH
- TEAM LEADING
- CANVA EDITING
- VIDEO EDITING
- CALENDAR MANAGEMENT
- SOCIAL MEDIA MARKETING
- MARKETING
- COACHING AND TRAINING
- SUPERVISING
- CRM NAVIGATION
- BACK OFFICE SUPPORT
- MARKETING ADS MANAGEMENT
- INVENTORY CONTROL MANAGING

SOFTWARE EXPERIENCE

- CANVA
- PHOTOSHOP
- PICSART
- GOOGLE SHEETS
- CALENDLY
- OUTLOOK
- GOOGLE SHEETS
- MICROSOFT OFFICE
- GODADDY, HUBSPOT & ZOHO
- SIMPRO
- MAILCHIMP
- MONDAY.COM
- ATTENTIVE EMAIL BUILDER