

Niño Brian Balansag Capillan

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Objective:

To secure a challenging position that utilizes my years of experience, while allowing me the opportunity to grow professionally.

Educational Profile:

La Consolacion College (LCC)

Bais City Negros Oriental 2008 - 2012

Course: Bachelor of Science in Office Administration (BSOA)

Dean's Lister and PJ Lhuillier Foundation Full Scholar

School paper member

Personal Profile:

Birthday: January 22, 1989

Gender: Male

Weight: 63 kgs.

Height: 5'3"

Father's Name: Gaudioso Capillan

Mother's Name: Illuminada Capillan

Job Experience:

Elka Asenso Outsourcing Inc.: May 2024 – January 2025

Team Leader - Australian Financial Planning - 7 months

Manage, delegate and motivates team members

Conducts coaching, evaluation and team huddles.

Makes sure that team members are on top of their KPI's in terms of attendance, performance, etc., including client engagement

Making sure that everyone is supported on a daily basis

All-around team and office management that includes reporting, events management, and administrative tasks

RCLow Human Consultancy: September 2022 – May 2024

Recruitment Specialist – 1 year and 9 months

Recruit, screen, and interview applicants for client endorsement
Source applicants through different social media platforms
Reach out to applicants and provide application status
Create and maintain strong candidate pipeline

Qualfon Philippines Inc.: May 2012 – September 2022**Team Leader – 2 years and 5 months**

Supervise team to meet KPIs on a daily basis
Present reports to management and clients
Perform 1 on 1 coaching, evaluation, and team huddle
Creates reports and feedback on team's performance

Chat Support Representative – 2 years

Refund, escalations, technical issues, logistics, and sales

Customer Service Representative – 6 years

Tier I Technical Representative
Tier II Customer Retention Team
Tier III Executive Resolutions Department

Skills/Talents:

Computer savvy
Fluent in English both written and writing
Knowledge in Microsoft applications
Knowledge in Google Docs, Spreadsheet, Excel, and PowerPoint
Knowledge of Zendesk, Asana, TAS, Hubspot, Trello, Salesforce, ClickUp, ZOHO, and Airtbale
Knowledge in MS Teams, Discord, Slack, Zoom, Skype, Telegram, RingCentral, and Google Meet
Knowledge in Xepxo, XPlan, and other financial planning tools

Training/Seminars:

Amazon training
Real Estate Training
Basic virtual assistant training
Cold calling and appointment setting
Lead Generation
Sales training
Leadership training
Recruitment training
Outreach training

Financial planning training

References:

Bernadeth Lavenia Baena - 09216945107 - lavzreal@gmail.com - RC Low
Human Consultancy – Recruitment Manager

Analyn Galaura - 09063021001 - agalaura@gmail.com - Qualfon Philippines
Inc. - Shift Manager