

ANGELITO M. VIRREY

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Manila Address: Congressional Extension Quezon City Manila



With extensive experience in the BPO industry, I've managed diverse accounts, including gaming, telco, and POS systems for payment solutions in the USA. As a Team Leader and Business Development Executive, I've led teams to success while specializing in IT solutions, particularly project management software, Cyber Security, Backup and Disaster Recovery, and RMM tools for MSPs and TSP's. My adaptability to change, passion for learning, and ability to lead teams through evolving challenges have been key to my success. I'm committed to delivering impactful IT solutions that drive business efficiency and support sustainable growth.

Key Skills

- **Team Leadership & Management:** Proven ability to lead, motivate, and drive high-performing teams in fast-paced environments.
- **Business Development:** Expertise in driving B2B and B2C sales, managing accounts, and fostering long-term client relationships.
- **Project Management Software:** Knowledge and experience in implementing and utilizing project management tools to enhance business operations.
- **IT Solutions:** Proficient in providing IT solutions including Cyber Security, Backup and Disaster Recovery, and RMM tools for MSPs and TSPs.
- **Sales Target Achievement:** Consistently meeting and exceeding monthly sales targets, with a focus on delivering results.
- **Adaptability & Learning:** Quick to embrace new technologies, processes, and challenges to stay ahead in a dynamic industry.
- **Customer-Focused Solutions:** Strong background in identifying and addressing client needs to drive growth and satisfaction

Education

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

Pasay City Metro Manila, Philippines

Bachelor of Science in Mechanical Engineering

2004 - 2006

AMA UNIVERSITY

Quezon City Metro Manila, Philippines

Bachelor of Science in Business Administration Major in Management Information System

2016 – 2018

Work Experience

PLATINUM PARTNER – Team Leader

September 2022 – December 2024

- **Team Supervision:** Oversee daily operations, ensuring targets and deadlines are met.
- **Motivation & Coaching:** Provide training, feedback, and support to enhance team performance.
- **Goal Setting:** Establish and track clear objectives for the team.
- **Problem-Solving:** Address challenges and resolve conflicts to maintain team morale.
- **Communication:** Serve as the main liaison between the team and management.
- **Performance Tracking:** Monitor team performance and provide reports on KPIs.
- **Process Optimization:** Identify areas for improvement and implement more efficient workflows.
- **Resource Allocation:** Distribute tasks based on team strengths and capacity.
- **Client Relations:** Maintain strong relationships with clients and stakeholders.
- **Quality Control:** Ensure the team's work meets company standards and compliance.

ACQUIRE SOLUTIONS – Business Development Representative / Contract Renewals

June 2021 - October 2021

- Administrative Management Tasks.
- Clean up using spreadsheet
- Inbound and Outbound calling / Prospecting
- Email Management
- Contract creation
- Uploading contract on Salesforce
- Monitoring clients using Salesforce
- Updating client data using Salesforce

CONVERGYS - CSR B2B Sales for AT&T (Telco)

July 2018 - October 2018

North Gate Alabang Muntinlupa, 1781 Metro Manila

- Called businesses within USA to sell them Telecommunication services and products.
- Responsible for the entire sales from prospecting to closing the requirements and needs.
- Configure and troubleshoot customer's devices remotely using system tool such as Workforce platform.
- Specialized outbound calls to provide IT infrastructure solutions such as Unified Workspace that will help to client to deploy devices and then secure, manage and support them from the cloud wherever they work.
- Designed remote access software and built VPN servers to effectively manage access rights and security for local and remote users across all satellite facilities.

TELETECH Philippines - Customer Service Representative for Telstra (Telco)

December 2016 April 2018

Robinsons Place Lipa, Region IVA - Calabarzon, Philippines

- Respond to customer inquiries about Telstra services and products.
- Build trust and satisfaction through clear, interactive communication.
- Provide accurate information following ROE and Quality Assurance standards.
- Resolve complaints with timely solutions and alternatives.
- Keep customer records, process accounts, and file documents.
- Adhere to communication procedures, guidelines, and policies.
- Go above and beyond to engage customers.