



JENNIFER OLIVIRIO

TEAM LEAD

ABOUT ME

Experienced Team Leader with 8 years in customer service management. Proven ability to lead teams to deliver excellent customer experiences in fast-paced settings. Skilled in improving team performance, streamlining operations, and enhancing service quality. Focused on creating a positive, collaborative work environment that boosts morale and productivity. Strong communicator, dedicated to delivering top-notch service and building lasting customer relationships.

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📍 Block 85 Lot 18 Riyal st. Ph 8
North Fairview, Quezon city
Metro Manila

EDUCATION

Associate in Information and
Technology
Gateways Institute of
Science and Technolog
2014-2015 (Undergrad)

SKILLS AND EXPERTISE

Performance Metrics & Analysis
Training & Development Programs
Team Leadership & Development
COACHING AND MENTORING
Sales Strategy Development
CRM Software Proficiency
Client Relationship Management
Medical Terminology & Healthcare
Processes

REFERENCES

Eugenio Villarin Jr.
Site Operations Manager
Phone: +63 9992217252

WORK EXPERIENCE

411 Local

May 10 2024-October 26 2024 (Seasonal)

Account Specialist, Sales for
Google Adwords SEO

Cover Desk LLC

Nov 15 2023 - April 15 2024

TEAM LEAD

Experienced Virtual Assistant Team Lead with a strong track record of managing remote teams to provide excellent administrative support. Skilled in coordinating tasks, improving processes, and ensuring high productivity.

ACQUIRE BPO

Mar 28 2023-October 20 2023

Sales and Retention Representative

Sales and Retention Representative with a proven ability to drive revenue and build customer loyalty. Skilled in communication and negotiation to promote products and retain clients.

VXI Global Holdings inc.

August 23 2018 - February 12 2023

TEAM LEADER

Motivated Sales Team Lead with a proven record of driving revenue and exceeding sales targets. Skilled in coaching and mentoring sales teams to reach their full potential through effective training.

TELEPERFORMANCE

July 26 2016- May 1 2018

CUSTOMER SERVICE REPRESENTATIVE

Health care Customer Service Representative with experience supporting patients and healthcare providers. Skilled in answering questions, resolving issues, and ensuring patient satisfaction through clear communication. Experienced in managing appointments, medical records, and maintaining confidentiality and compliance.