




Merrie Meyer Laude

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-  Pasig City
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EDUCATION

2010
Centro Escolar University
Bachelor of Science in Hotel and Restaurant Management

A highly driven BPO Team Lead with over 3 years of experience managing high-performing teams across both BPO and non-BPO industries. Proven success in leading teams to exceed performance targets, improve customer satisfaction, and enhance operational efficiency. Skilled in coaching, mentoring, and developing team members while fostering a positive and collaborative work culture.

January 20, 2017 - May 2017
Cognizant
Customer lead

Sykes Asia
Customer lead

Convergys
Technical lead

January 2009 - April 2010
Transcom Worldwide Philippines
Technical lead | Trainer

WORK EXPERIENCE

- **Sept - Dec 21, 2024**
Alta Resources
Team Leader (Contractual)

Oversee a team of 21 staff members for a retail account, conduct weekly coaching sessions, and ensure the achievement of key performance indicators (KPIs) and sales per contact (SPC).
- **Jan - July 2024**
Satellite Office
Team Leader (Contractual)

Oversee a team of 21 staff members for a retail account, conduct weekly coaching sessions, and ensure the achievement of key performance indicators (KPIs) and sales per contact (SPC) goals.
- **March 2023 - June 2023**
John Clements Consultancy Inc.
Business Consultant

Acquire customers for the company, customize potential candidates to suggest to business associates, participate in networking occasions.
- **Dec 2022 - March 2023**
Southeast Asian Placement Center Inc.
Project Supervisor | Business Executive Assistant

Overseas nurse recruitment is conducted with the aim of hiring healthcare professionals from the Philippines, while also managing hospital recruitment processes. Additionally, the creation of social media mock-ups is undertaken.
- **March 15, 2021 - June 22, 2022**
John Clements Consultancy Inc. - sanofi
Business Executive Assistant | Social Media Manager

Enhance the Social Media presence by employing external tools to enhance the quality and speed up the production of modules. Offered valuable creative input for the development of banners, business cards, and program invites, resulting in expedited approval processes from executives. Established key performance indicators to optimize performance and positively impact company revenue.
- **November 2018 - September 2020**
Leadworks Business Solutions
Team Leader | Business Development Specialist

Expanded the business pipeline by utilizing enhanced business processes focused on specific industry sectors. Managing a team of 20 employees, overseeing and serving clients from both the United States and Australia. Responsible for handling key performance indicator (KPI) reports and conducting audits.