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 [LinkedIn Profile](#)

 Tagaytay City, Cavite 4120
Philippines

SKILLS

- Dashboard maintenance and management
- Microsoft Office suite
- Problem-solving
- Excellent communication skills
- Team management
- Cold calling
- Research
- Decision making
- Strong attention to details
- Time management
- Fast learner and exceptional willingness to learn
- Excellently work independently and work well with a team

MARIA GLENDA POBLETE

PROFESSIONAL EXPERIENCE

With over a decade of rich and various expertise in Business Process Outsourcing, I bring forth 13 years of professional journey, encompassing 7 years servicing US-based companies, alongside 6 years to Australia-based firms. Additionally, I have seamlessly transitioned into a remote work environment over the past 5 years, demonstrating adaptability and proficiency in this setting.

WORK EXPERIENCE

AUSTRALIAN REGISTERED TRAINING ORGANIZATION SALES/STUDENT ENROLLMENT EXECUTIVE

Jan 2023 -Present (Part-Time)

- find leads utilizing Apollo.io
- send mass email using email sequencing
- manage data using Bigin by Zoho
- contact relevant companies through phone call or email to offer higher education training
- manage enrollment database including Learning Management System (LMS)
- manage executive's email
- schedule meetings
- create and update course flyers

CONCENTRIX CVG PHILIPPINES

WORKFORCE REAL TIME ANALYST

Feb 2023 - Apr 2024

- monitored and optimized real-time operational performance to ensure the achievement of key performance indicators (KPIs) and service level agreements (SLAs)
- made real-time decisions and adjustments to workflows, staffing levels, and resource allocation to optimize performance and productivity
- analyzed real-time data to identify trends, patterns, and potential issues affecting operational performance
- collaborated with operations to implement real-time strategies and solutions for improving efficiency and achieving performance goals
- generated reports and documentation to track performance metrics, trends, and operational changes
- effectively communicated with different stakeholders to ensure alignment and collaboration on real-time operational priorities
- maintained and generated actual revenue and projections

- Knowledge and experience in
Salesforce Lightning
Power BI
Zoho Bigin
Apollo.io
NICE IEX
Avaya CMS

EDUCATION

MASTERS IN BUSINESS

ADMINISTRATION

Philippine Christian University
2017 - 2019

RELIGIOUS AND SOCIAL

FORMATION FOR YOUTH

Istituto Internazionale Mistici Corporis,
Florence, Italy
2012 - 2013

BACHELOR OF SECONDARY

EDUCATION MAJOR IN

ENGLISH

Rogationist College, Cavite, Philippines
2004 - 2008
Licensed Professional Teacher

LANGUAGE

Filipino (native)
English (professional)
Italian (conversational)

CONCENTRIX CVG PHILIPPINES

TEAM LEAD

Apr 2022 - Feb 2023

- led and managed a team of 15 members to achieve team and individual goals
- provided coaching, mentorship, and support to team members to enhance their performance and professional development, as well as to provide feedback, address concerns and opportunities
- handled escalated issues and conflicts within the team, and worked to resolve them in a timely and effective manner

CONCENTRIX CVG PHILIPPINES

CUSTOMER ADVISOR SPECIALIZING IN US MERGERS AND ACQUISITIONS UPDATE

Mar 2019 - Apr 2022

- collected data and updated Business Information Reports specializing in mergers & acquisitions including global corporate linkages of US companies

CONCENTRIX CVG PHILIPPINES

CUSTOMER ADVISOR SPECIALIZING IN ANZ BUSINESS PROFILE UPDATES

Jan 2014 - Mar 2019

- updated business profiles including financial details of companies located in Australia, New Zealand and the Pacific Islands, through phone calls and research through public sources and government sites like ASX, ASIC and ABR.

CONCENTRIX CVG PHILIPPINES

COLLECTIONS REPRESENTATIVE

Feb 2012 - Aug 2012

- provided debt management solutions and collected past due amounts from customers of a U.S. credit card company

TELETECH

CUSTOMER SERVICE REPRESENTATIVE

Aug 2010 - Feb 2012

- provided basic troubleshooting and top-notch customer service for a leading U.S. telecommunications company