



LEONALD PILVERA

Virtual Assistant /
Automation Expert

Work Experience

Department Manager May 2024 – Jan 2025

CSD

As a Department Manager, I lead and develop high-performing teams, streamline operations, and ensure alignment of departmental goals with business objectives. By focusing on efficiency, resource management, and performance metrics, I drive productivity, foster collaboration, and contribute to overall organizational growth and success.

Executive Assistant Nov 2022 – Apr 2024

Producer Masterminds

Focused on driving business growth, I develop a network of strategic contacts to attract new clients, identify emerging market opportunities, and oversee growth initiatives. I am responsible for making accurate sales projections, forecasting revenue, and ensuring alignment with the company's financial goals.

Direct Sales May 2022 – Oct 2022

Representative

Producer Masterminds

Assisted Web3 companies in launching, developing, and scaling their projects, contributing to the successful execution of 20+ NFT initiatives.

Senior Operations Supervisor Jan 2019 – Apr 2020

EAV Outsourcing / Citizens Disability

Managed the Intake team at Citizens Disability, an advocacy group dedicated to assisting individuals with disabilities in securing Social Security Disability benefits. Provided coaching on customer service best practices, delivering constructive feedback and motivation to help team members achieve sales goals. Led comprehensive training on company services and operational procedures, ensuring team proficiency. Fostered open and professional relationships, effectively resolving issues and conflicts to maintain a positive and productive work environment.

About Me


Experienced Production Team Leader with 3+ years in BPO, skilled in issue resolution, customer satisfaction, and operational efficiency. Proficient in web development, Python, and process optimization, with expertise in CEM and driving growth through strategic leadership.

Contact

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Soft Skills

- Innovative Thinking & Creativity
- Strong Interpersonal Skills
- Analytical & Critical Thinking
- Advanced Problem-Solving
- Effective Public Speaking
- Exceptional Customer Service
- Team Leadership & Collaboration
- Strong Communication Skills
- Active Listening & Engagement

Technical Skills

- Programming
- Web Development
- Python
- ReactJS
- Git
- Visual Studio Code
- CEM
- GHL
- SaaS
- GS

Language

- English
- Filipino

Work Experience Continued

Production Team Lead Jan 2015 – Jan 2019

TELEOUTSOURCING

Optimized revenue streams by reducing costs, managing schedules, and conducting variance and risk analyses to implement strategic corrective actions. Increased sales by 80%–85% through goal-setting, performance monitoring, and personalized motivation for each sales agent to achieve individual quotas. Enhanced operational efficiency by coordinating projects and assignments across major UK campaigns, including IVA, Debt Reduction, Pension, and Claims, as well as US campaigns such as Back Brace, DME, Final Expense Insurance, and Solar. Frequently assigned to lead and dial for underperforming campaigns, while coaching and retraining bottom performers to improve overall team productivity and success.

Marketing Manager Apr 2014 – Dec 2014

Yeshua Auto Air Conditioning Parts & Supplies

Capitalized on industry and marketplace trends to strategize solutions and enhance business operations, worked closely with all product development departments to create and maintain marketing materials for sales presentations and client meetings. Developed and implemented favorable pricing structures balancing firm objectives against customer targets.

Professional Freelancer Oct 2007 – Jun 2011

Work From Home

Leveraged industry trends and market insights to develop strategic solutions that enhance business operations. Managed intake operations to assist U.S. citizens with SSDI and SSI claims, while overseeing team performance and process optimization. Specialized in cold email and social media outreach, currently mastering GoHighLevel to improve marketing automation. Developed and executed operational strategies to drive efficiency, reduce costs, and improve client engagement.

Education

MATS College of Technology 2011 – 2014

Bachelor of Science in Marine Transportation

GPA: 4.00