

JONNAILA MARIE UMALIN

Bulacan, Philippines

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PROFESSIONAL SUMMARY

Conscientious and adaptive professional with a background in customer service, back-office support, team management, project management, data analysis, and research. Quality-oriented and efficient in performing time-sensitive tasks, with strong attention to detail. Passionate about data, continuous learning, and self-improvement.

WORK EXPERIENCE

- **ADMISSIONS ASSOCIATE**

Pagoda Projects | November 2022 – Present

- Processed applications which include conducting interviews and evaluating CVs
- Managed multiple programs with different deadlines, processes, and targets.
- Maintained email templates and documents relevant to the programs
- Responded to inquiries or concerns via email, text, and phone
- Handled leads processing which entails reaching out via email, SMS, and calls
- Spearheaded other internal projects and managed ad-hoc tasks
- Collaborated and coordinated with other departments to ensure a smooth customer experience

- **TEAM LEADER**

TaskUs | June 2021 – June 2022

- Managed a team of 11 members
- Direct client communication.
- Spearheaded business reviews encompassing data extraction, analysis, and presentation.
- Liaise between internal and international teams for order processing. This includes weekly meetings with both teams.
- Spearheaded onboarding and training of new hires – created onboarding timeline, presentation, and assessment, and handled the actual training itself
- Monitored the team's accuracy scores – conducted weekly audits, and developed weekly newsletters which included process updates and knowledge checks.
- Conducted weekly 1-1 sessions with the purpose of coaching each team member and the goal of improving individual and team performance.

- **BACK-OFFICE TEAM MEMBER**

TaskUs | September 2020 – June 2021

- Part of the order fulfillment team. Handled order activation of a cloud-based project management tool.
- Reviewed purchase orders, quotes, and order forms.
- Counterchecked details and check for discrepancies or inaccuracies between customer documents and Salesforce entries.
- Successfully reached the daily quota of 75 processed orders per day

- **CUSTOMER SERVICE REPRESENTATIVE**

TaskUs | October 2018 – September 2020

- Assisted with product-related general inquiries, troubleshooting, and processing requests from customers.

- Monitored team quality scores and provided quality-related updates; extracted handling time (AHT) reports and sent out daily emails related to this KPI.
- Processed refunds, and escalations. Addressed order-related problems via email.

SKILLS

● **TECHNICAL**

Knowledgeable with the following tools and applications:

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|--------------------|-------------|
| ○ Google Suite | ○ Zoom |
| ○ Smartsheet | ○ Skype |
| ○ Salesforce | ○ HubSpot |
| ○ NetSuite | ○ Guru |
| ○ Microsoft Office | ○ WordPress |
| ○ Podio | ○ SQL |
| ○ Canva | |

● **SOFT SKILLS**

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| ○ Project Management | ○ Data Analysis |
| ○ Leadership | ○ Critical Thinking |
| ○ Cultural Fluency and Intercultural Communication | ○ Problem-Solving |
| ○ Strong Written and Verbal Communication | ○ Research |
| ○ Analytical | ○ Detail-oriented |
| | ○ Teamwork |
| | ○ Adaptability |

EDUCATION

Bachelor of Arts in Communication Research – Cum Laude
Polytechnic University of the Philippines
Sta. Mesa, Manila

REFERENCES

Available upon request