

CYRUS JAMES L. PAET

10 K-93 ST. PHASE II-A KARANGALAN VILLAGE, BRGY. DELA PAZ, PASIG CITY
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OBJECTIVE

To build a long-term career as a ****strategic Virtual Assistant or Operations Leader****, leveraging my experience in management, quality assurance, and customer service. I aim to help organizations grow by optimizing operational processes, empowering teams, and delivering world-class client experiences.

SUMMARY OF QUALIFICATIONS

- Hardworking, flexible, and highly adaptable to dynamic work environments.
- Personable with a positive attitude; collaborates effectively with colleagues, clients, and leadership.
- Strong team leader fostering productivity, motivation, and a positive culture.
- Fluent in English and conversational in Japanese (JLPT N4).
- Proficient in Microsoft Office (Excel, Word, PowerPoint, Teams, Outlook) and Adobe Acrobat; familiar with NetSuite, Hubstaff, and QuickBooks.

EDUCATION

Lyceum Northwestern University — Bachelor of Science in Nursing (April 2011)

PROFESSIONAL EXPERIENCE

Manager – Purchase Order Department

Karparts360 | New Jersey, USA | July 2022 – Present

- Oversees the end-to-end order fulfillment process ensuring timely, accurate, and efficient order delivery.
- Optimizes label management and shipping processes to enhance cost efficiency and sales growth.
- Trains and mentors new hires and department trainees to ensure readiness and operational excellence.
- Coordinates with customers for special handling cases such as international orders and multi-shipment processing.
- Monitors stale orders and ensures proactive actions to prevent delays and maintain customer satisfaction.
- Serves as the point of contact for warehouse teams and company executives regarding order-related issues.

Quality Auditing Analyst

Accenture Philippines | Quezon City, Philippines | November 2019 – July 2022

- Monitored and analyzed agent performance through call evaluations, providing real-time feedback and coaching.
- Facilitated process updates, huddles, and up-trainings across multiple teams to maintain alignment and quality.
- Led weekly calibration sessions and performance reviews with operational leaders.
- Designed improvement initiatives and reporting frameworks to meet performance targets and client goals.
- Conducted weekly and monthly progress reports for project tracking and quality assurance.

Collections Specialist

Accenture Philippines | Quezon City, Philippines | October 2017 – November 2019

- Managed accounts receivables, handled customer billing inquiries, and resolved payment issues promptly.
- Executed professional outbound collection calls while maintaining strong client relationships.
- Documented unresolved cases and ensured escalation to management for timely resolution.

Learning Specialist Track Trainee

Sitel Philippines, Inc. | Baguio City, Philippines | February 2017 – September 2017

- Developed and conducted training programs for new and existing employees to enhance performance.
- Created assessments and learning materials to support classroom and hands-on learning sessions.
- Delivered one-on-one coaching and feedback to agents for performance improvement.

Tier 2 Agent

Sitel Philippines, Inc. | Baguio City, Philippines | November 2015 – February 2017

Tier 1 Agent

Sitel Philippines, Inc. | Baguio City, Philippines | July 2012 – November 2015

- Delivered excellent customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Collaborated with team leads to develop best practices and mentor new hires.
- Maintained in-depth knowledge of company products and processes for accurate customer assistance.

CHARACTER REFERENCES

- Ivy Imperial-Santos – Quality Analyst Associate, Accenture Philippines | 0917-322-7221 | imperialivyc@gmail.com
- Bobby Rupert Domingo – Learning & Development Facilitator, Wells Fargo Philippines | 0939-542-3597 | bobbyrupert.domingo@gmail.com
- Noreen G. Amancio – Quality Manager, Accenture Philippines | 0949-449-8477 | noreen.g.amancio@accenture.com