



Jose Emmanuel E. Ferrer

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PROFILE

A highly motivated, proactive and innovative individual with 9 years of successful and solid work history in corporate administration, recruitment, process excellence, sales and business development. Experience in putting up and co-managing a small BPO office, an individual that is honest and works with integrity.

PROFESSIONAL EXPERIENCE

- ✧ **Deliverree Philippines Inc.** (April 2016-Present) Ortigas, Pasig
Designation: Operations Coordinator
Area of Effectiveness:
 - **Recruitment**
Recruiting pioneer driver partners to sign up with Deliverree, making sure that the supply of fleet is continuous and enough to meet the demand. Recruiting experienced drivers, car owners and operators to sign up with the company.
 - **Training**
Train recruited fleet about the company, what service that it gives and how the fleet will be a big part to the whole operation.
 - **Administration**
Collects fleet profile, managing the fleet and make sure that they do a quality service.
- ✧ **ExCL BPO Solutions Corp.** (April 2015 to July 2015) Malate, Manila
Designation: Admin Head
Area of effectiveness:
 - **Corporate Administration**
Develop and implements company policies, procedures and standards (in all areas). Implement the use of SIPOC to assure the continuity of the functions of all departments and to continually improve company's procedures. Identify and analyze risk/problems and recommend solutions, register issue and make incident report. Manage filing, storage and security of documents. Establish and Maintains service provider and supplier account. Manage maintenance of infrastructure. Supervise front desk, janitorial service and maintenance. Manage company meeting and events.
 - **Human Resource Management**
Organize development. Planning, organizing and coordinating employees' work schedule. Develop hiring process for hiring new recruits and trainings. Evaluates employee performance and determine the area of improvement. Supervise in the completion of the company's payroll. Manage 201 files of employees.
 - **Information Communication Technology**
Lead on developing File management system within the organization. Manage maintenance of computers and office equipment. Lead on software inventory and analyzes restriction within the company.

- **Finance**
Holds the company's petty cash fund and do liquidation once it reaches the minimum amount. Analyze service provider contracts
- **Project Management**
Demonstrate excellent capability in putting up a BPO office and relocation. Facilitate changes within the organization. Lead on developing file management system. Lead on software inventory and analyzes restriction within the company.
- **Operation**
Works with operations team to develop KPI's and to meet or exceed SLA's with clients. Develop coaching logs to identify area of improvement of an individual and team base on KPI's. Continuously review procedures on each campaign and identify area of improvement to assure the efficiency and productivity of the team.

- ✧ **ExCL Marketing** (*February 2014 to March 2015*) *Malate, Manila*
Designation: Admin Head
Area of effectiveness: Same as EXCL BPO SOLUTIONS
- ✧ **CBII Philippines** (*September 2013 to December 2013*) *San Antonio, Makati*
Designation: Admin staff
Area of effectiveness: BIR RDO 33 - Collection Division
 - **Admin and Clerical Duty**
- ✧ **A.S. Arellano & Company, CPA** (*December 2007 to December 2012*) *Ermita, Manila*
Designation: Admin Staff
Area of effectiveness:
 - **Administrative**
Take care of the whole office. Act as a phone operator, dispatcher of messenger, field works, housekeeping, procurement and filing of documents.
 - **Clerical**
Assist all accountants in their clerical works.
- ✧ **Sunlife of Canada Phils. Inc.** (*June 2010 to November 2010*) *Quezon Ave., Quezon City*
Designation: Sales Associate
- ✧ **Manulife Insurance co. Phils. Inc.** (*November 2009 to Apr 2010*) *Ayala, Makati City*
Designation: Sales Associate

EDUCATIONAL BACKGROUND

Philippine Christian University (2004 to 2007) *Taft Ave., Manila*
3rd Year AB Psychology

OTHERS

- ✧ **Civil Service Commission** (October 21, 2012)
CAREER SERVICE PROFESSIONAL ELIGIBLE – 80.19%
- ✧ **Insurance Institute for Asia & the Pacific, Inc.** (November 07, 2009)
Life Insurance Certification – 82%

PERSONAL INFORMATION

Age: 28 years old
Date of Birth: 19 November 1987
Civil Status: Married
Nationality: Filipino
Religion: Roman Catholic