

JHOAN ABATAYO

Operations Management Specialist | Expertise in Client Relations, Technical Sales, and Administrative Excellence | Passionate About Enhancing Efficiency and Driving Client Satisfaction

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Profile Summary

Dynamic, driven, and dedicated Senior Operations Executive with a commitment to excellence and a proven ability to support executive leadership. Adept at navigating complex challenges with creativity and analytical acumen to deliver innovative solutions that enhance organizational efficiency. Recognized for integrity, high standards, exceptional communication skills, and meticulous attention to detail. Collaborative team player eager to contribute to organizational success.

- **Operations Management (7+ Years):** Proficient in managing operations, relaying company services to customers, and understanding client needs and expectations. Adept at dispensing staff duties and assisting manpower to achieve full potential, ensuring efficient operations.
- **Technical Sales (2+ Years):** Experienced in technical sales with a deep understanding of innovative engineering products and solutions. Skilled in identifying market trends, competition, and business prospects, utilizing effective sales techniques and strategies.
- **Administrative Experience (5+ Years):** Proven expertise in administrative roles within a government agency, including secretarial, receptionist, and encoder duties. Commendable in organizing office needs, filing documents, and monitoring work processes. Possesses basic knowledge of auditing government expenditures and policies.
- **BPO Industry (2+ Years):** Fluent in English communications with a quick response to customer issues, providing effective solutions and alternatives. Technically knowledgeable about products offered, adept at handling various customer transactions, and promoting sales and deals.
- **Fast Food Crew (2+ Years):** Skilled in managing customer orders and concerns while maintaining composure under pressure. Adaptable to fast-paced environments and varying schedules, ensuring efficient customer service.

Core Competencies

Office Administration, Operations Management, Client Management, Customer Service

Professional Experience:

Operations, Customer and Client Management

Malaak Mama and Baby Care

2018 – Present, Dubai, UAE

- **Client Interaction Excellence:** Masterfully handle client calls, delivering precise and comprehensive information on company services, resulting in heightened client satisfaction and retention.
- **Schedule Management:** Strategically manage employee schedules and client coordination, optimizing staff utilization and significantly reducing operational costs while maintaining exceptional service quality.
- **Client-Centric Approach:** Proactively address client needs and concerns, fostering robust relationships and ensuring a seamless client experience through thorough explanation of services and terms.
- **Administrative Expertise:** Execute a broad range of administrative functions, from office management to meeting coordination and conference planning, ensuring operational fluidity and efficiency.
- **Detail-Oriented Compliance:** Ensure meticulous accuracy in updating client and staff records, maintaining compliance with stringent company policies and standards.
- **Effective Onboarding and Training:** Conduct comprehensive onboarding and training sessions for new employees, ensuring swift and smooth integration into the company's culture and operations.
- **Nurse Scheduling Oversight:** Oversee the strategic scheduling of nurses on a quarterly basis, ensuring optimal allocation and unwavering service excellence.

Office Admin / Technical Sales Representative

Digital Thermal Power

2017 – 2018, Dubai, UAE

- **Competitor Analysis:** Conducted in-depth competitor analysis, identifying market trends and opportunities, which led to strategic positioning and increased market share.
- **Sales Development:** Proactively identified and cultivated new sales opportunities through rigorous research and targeted outreach, driving substantial revenue growth.
- **Client Relationship Management:** Built and maintained strong client relationships by providing expert technical information and tailored quotations, resulting in high client satisfaction and repeat business.
- **Account Management:** Efficiently closed new accounts through prompt and professional responses to inquiries, ensuring seamless onboarding and client satisfaction.
- **Order Fulfillment:** Streamlined order fulfillment processes, ensuring timely communication of delivery dates and effective resolution of stock-out issues, enhancing customer trust and loyalty.

Administrative Officer / Secretary / Receptionist

Commission on Audit

2012 – 2016, Quezon City, Philippines

- **Visitor Management:** Delivered exceptional first impressions by warmly welcoming visitors in person and over the phone, contributing to a positive organizational image.
- **Security Procedures:** Upheld strict security protocols, diligently monitoring visitor logbooks and issuing badges, ensuring a safe and secure environment.
- **Administrative Support:** Provided comprehensive administrative support, including meticulous filing, photocopying, faxing, and safekeeping of critical reports and documents.
- **Central Filing Management:** Maintained an organized and efficient central filing system, ensuring seamless access to and management of important documents.
- **Correspondence Handling:** Managed all incoming and outgoing correspondence with precision, ensuring timely and accurate communication within the team.

Customer Service Specialist / Sales Associate

NCO Call Center

2011 – 2012, Quezon City, Philippines

- **Customer Inquiries:** Expertly handled customer inquiries, providing accurate and helpful information, resulting in high levels of customer satisfaction and loyalty.
- **Issue Resolution:** Effectively resolved customer issues through thorough research and problem-solving, implementing solutions that enhanced customer trust.
- **Service Promotion:** Identified opportunities to upsell additional services, explaining new features and benefits, driving increased revenue and customer engagement.
- **Database Management:** Maintained and updated the call center database with precision, ensuring data accuracy and efficiency in processing transactions.

Cashier / Waitress

Chowking Food Corporation

2010 – 2011, Quezon City, Philippines

- **Cash Management:** Demonstrated exceptional accuracy in managing cash transactions, including scanning goods, collecting payments, and issuing receipts, refunds, and tickets.
- **Customer Service:** Delivered outstanding customer service by promptly taking orders, making menu recommendations, and ensuring timely delivery of food and beverages.
- **Operational Efficiency:** Contributed to the smooth operation of the restaurant by efficiently handling customer orders and addressing any concerns, ensuring a positive dining experience.

Education

Bachelor of Science in Business Administration, Major in Management

National College of Business and Arts, Quezon City, Philippines

June 2004 – October 2011