



ADRIAN

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WORK EXPERIENCE

BUSINESS DEVELOPMENT MANAGER (B2B & B2C) – PROJECT-BASED

Upwork Freelance (US & Canada Clients) | March 2023 – Present (3 years)

- Drove lead generation and sales growth through outbound outreach, CRM pipeline management, proposal drafting, and discovery call scheduling for international clients.

GROWTH ADMIN SPECIALIST

EMAPTA | October 2024 – April 2025 (7 months)

- Supported sales and growth operations by managing CRM data accuracy, drafting proposals and agreements, coordinating client handovers, and maintaining referral partner communications.

ACCOUNT MANAGER

Global Home Tile Corporation | June 2023 – February 2024 (9 months)

- Managed key client accounts by developing sales strategies, closing deals, maintaining relationships, and identifying upselling and cross-selling opportunities.

OPERATIONS TEAM CAPTAIN

Telus International Philippines | August 2021 – November 2022 (1 year, 4 months)

- Led frontline operations teams by overseeing performance metrics, quality assurance, coaching, reporting, and escalation management to drive productivity and customer satisfaction.

OPERATIONS TEAM LEADER / BUSINESS DEVELOPMENT MANAGER

Feld Global Services | November 2019 – March 2021 (1 year, 5 months)

- Managed daily operations and performance while supporting business development initiatives through coaching, reporting, quality monitoring, and process improvements.

OPERATIONS SUPERVISOR

Virtualists Business Solutions | February 2017 – September 2019 (2 years, 8 months)

- Supervised teams to meet KPIs and SLAs, handled escalations, ensured service quality, and delivered actionable performance insights to management.

FINANCE & ACCOUNTING SPECIALIST

Xerox Corporation | February 2012 – May 2015 (3 years, 4 months)

- Processed and validated purchase orders, supported contract renewals, and managed client communications to ensure accuracy and compliance across finance operations.

CUSTOMER SERVICE/TECHNICAL SUPPORT REPRESENTATIVE (DirecTV)

Convergys | July 2009 – December 2011 (2 years, 6 months)

- Delivered technical support, account management, service activation, and upselling for satellite TV customers while maintaining high satisfaction levels.

CUSTOMER SERVICE REPRESENTATIVE / SALES (Hotels.com)

Sykes Asia | February 2007 – April 2009 (2 years, 3 months)

- Assisted customers with reservations, handled service inquiries, and drove revenue through upselling hospitality services and promotions.

CREDIT CARD SALES AGENT

PeopleSupport Philippines (JP Morgan Chase) | November 2004 – December 2006 (2 years, 2 months)

- Generated new credit card accounts through outbound sales, customer engagement, and cross-selling of financial products.

SKILLS/AREAS OF EXPERTISE

- Client Relationship Management (B2B & B2C)
- Customer Service & Customer Experience Management
- Sales & Business Development
- Lead Generation & Pipeline Management
- Account Management & Client Retention
- Upselling & Cross-selling Strategies
- Operations Management
- Process Improvement & Workflow Optimization
- Performance & Productivity Reporting
- Escalation Management & Issue Resolution
- Quality & Compliance Monitoring

TECHNOLOGY

- Zoho CRM
- HubSpot
- Salesforce
- Siebel
- SAP
- Zendesk
- Atlassian Tools (JIRA/Confluence)

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