



## WORK EXPERIENCE

### OPERATIONS SPECIALIST

1840 & Company | Feb 2025 - Present

- Oversees SDR-client operations, resolves issues within 48 hours, monitors connection rates, manages data accuracy, creates campaign reports, and ensures smooth communication across platforms.

### TRAINING SYSTEMS SPECIALIST

NightOwl Consulting Philippines, Inc. | Sept 2024 - Aug 2025 (11 months)

- Manages and optimizes the Learning Management System (LMS), develops and enhances training content with SMEs, provides technical support to users, promotes training programs, and generates performance reports to assess training effectiveness.

### ONBOARDING & PAYROLL PARTNER

MortgageOne | Feb 2025 - Present

- Supports new hire onboarding and payroll processes, verifies employee documents, manages administrative tasks (email signatures, bios, headshots, IDs), maintains records, and escalates issues as needed.

### SUBJECT MATTER EXPERT / SENIOR TRAINING SPECIALIST

Cognizant Technology Solutions, Inc. | Oct 2012 - Aug 2024 (11 years, 10 months)

- Delivered onboarding, process, product, and KPI training; created instructional materials, SOPs, and curriculum updates; coached employees, produced documentation, collaborated with Ops and Support on business reviews, and handled global CRM support for Salesforce, including Workday onboarding for Account Executives and administrative support for underwriters.

### CUSTOMER SERVICE AND TECHNICAL SUPPORT REPRESENTATIVE

Aegis PeopleSupport Inc. | Oct 2010 - Mar 2012 (1 year, 5 months)

- Supported Avery Dennison customers by providing product info, processing replacements/refunds, handling outbound follow-ups, assisting with printable label setup via Microsoft Word and Microsoft Excel, and troubleshooting software installations.

## SKILLS/AREAS OF EXPERTISE

- Training Design & Development
- Learning Management System (LMS) Administration
- Tracking & Reporting LMS Performance Metrics
- Instructional Design & Curriculum Development
- Training Facilitation (Onboarding & Upskilling)
- SOP Creation & Knowledgebase Documentation
- Content Development & Process Documentation
- Quality Assurance & Performance Coaching
- Stakeholder Collaboration & Communication

## TECHNOLOGY

- Salesforce
- Microsoft Office
- Google Workspace
- Moodle
- Asana
- Slack
- Monday.com

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