



ELSIE

 [VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Leadership & Team Management
- Customer Service & Technical Support
- Coaching & Mentoring
- Quality Analysis & QA Monitoring
- Account Management
- eCommerce & Web Hosting Operations

TOOLS

- WordPress
- Shopify
- Google Workspace
- Microsoft Office 365
- ClickUp
- Asana
- Jira
- WooCommerce

Results-driven Team Leader with 7+ years of experience in account management, web hosting support, and operations leadership, consistently driving team performance and revenue growth. Proven track record of leading cross-functional teams, mentoring staff, and optimizing processes to meet targets while improving service quality and operational efficiency. Brings strong expertise in technical support, eCommerce platforms, and team development, helping organizations enhance productivity, strengthen customer satisfaction, and achieve business objectives.

WORK EXPERIENCE

CES & RESELLER LEAD (CORPORATE ACCOUNT MANAGEMENT)

Newfold Digital (formerly Dreamscape Networks) | 2017 – Present

- Leads reseller and corporate account operations by driving revenue targets, mentoring team members, providing CMS technical support, overseeing daily account management, and training new hires on processes and systems.

PROJECT MANAGER (FREELANCE)

web123 (Remote) | August 2022 – November 2022 (4 Months)

- Managed project execution for web-related services, coordinating deliverables and ensuring timely completion of client requirements.

BUSINESS DEVELOPMENT LEAD

Newfold Digital (formerly Dreamscape Networks) | 2016 – 2017 (1 Year)

- Drove sales growth through promotions, collaborated with marketing teams for lead generation, and reinforced company policies to support business objectives.

QUALITY MANAGEMENT SPECIALIST

Newfold Digital (formerly Dreamscape Networks) | 2014 – 2016 (2 Years)

- Developed and updated QA processes and guidelines, mentored team members on QA policies, and collaborated with leadership on implementation and improvements.

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WORK EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE

Newfold Digital (formerly Dreamscape Networks) | 2013 – 2014
(1 Year)

- Provided global technical support for CMS platforms (WordPress), websites, DNS, and domain services while assisting customers with troubleshooting.

ADVANCED TECHNICAL SUPPORT REPRESENTATIVE

Ionos Philippines (formerly I&I Internet Phils Inc) | 2008 – 2012
(4 Years)

- Delivered advanced technical support for web hosting services, including CMS applications, website issues, and domain/DNS configurations.

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