



GELO

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WORK EXPERIENCE

LEARNING AND DEVELOPMENT MANAGER-LEADERSHIP DEVELOPMENT & OPERATIONAL EXCELLENCE

EXL Service | June 2024 - June 2025 (1 Year)

- Led leadership and operational training programs for BPO operations; designed a 6-month leadership pipeline program, strengthened succession planning via competency frameworks, and enhanced Train-the-Trainer standards for 50+ facilitators.

CONSULTANT-LEARNING AND DEVELOPMENT, DIGITAL MARKETING, AND ONLINE GAME PROMOTION

Freelance | October 2022 - Present (2 Years+)

- Designed customized training for SMEs and online businesses, facilitated workshops on empathy, motivation, and service excellence, applied ROI-focused evaluation, and managed training projects on ClickUp and Asana.

LEARNING AND DEVELOPMENT MANAGER - BRANCH BANKING

Wells Fargo | November 2021 - September 2022 (11 Months)

- Managed a global team of facilitators delivering banking and customer service training; aligned programs with compliance goals, coached trainers in EI-based methods, and implemented data-driven training assessments.

ASSISTANT MANAGER-LEARNING AND PERFORMANCE INNOVATION

Future Brands | February 2021 - November 2021 (10 Months)

- Applied ADDIE model in training design, managed system migration to Talent LMS, and implemented engagement initiatives during company acquisition.

LEARNING AND DEVELOPMENT OFFICER (SITE LEAD)

Microsourcing PH | September 2019 - May 2020 (9 Months)

- Developed competency and performance frameworks for AU/US BPO teams; reduced service escalations through customer service and coaching workshops.

LEADERSHIP TRAINER/SENIOR TRAINER

ePermax Contact Centers | October 2012 - February 2019 (6 Years, 5 Months)

- Conducted onboarding, customer service, and leadership training; facilitated soft skills programs that improved quality and customer satisfaction scores

SKILLS/AREAS OF EXPERTISE

- Lead Learning & Development (L&D) Initiatives for Operations Leaders in the BPO Sector
- Leadership Program Design & Implementation
- Train-the-Trainer (TTT) Program Development
- Customer Service & Leadership Training Facilitation
- Instructional Design (ADDIE Model & Adult Learning Principles)
- Performance Management & Coaching
- Training Needs Analysis (TNA) & Competency Frameworks
- Stakeholder Collaboration & Team Development
- Digital Learning & Virtual Facilitation
- Data-Driven Training Evaluation & Reporting

TECHNOLOGY

- HubSpot
- Zoom
- Microsoft Office 365
- Microsoft Teams
- Monday.com
- Asana
- ClickUp
- Canva
- TalentLMS
- SharePoint
- Google Workspace

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