

# JHONNA MAE LAO

+63 9193 340 4988 · jhonnamaetoonglao@gmail.com · linkedin.com/in/jhonna-mae-lao-533a48335/

Nivel Hills, Lahug, Cebu City, Philippines, 6000

## PROFESSIONAL HISTORY

Dedicated and detail-oriented professional with extensive experience in training, curriculum development, and client engagement. Skilled in financial record management, bookkeeping, and delivering personalized solutions to meet client needs. Highly motivated, adaptable, and committed to continuous learning and professional growth.

### **Eperformax Contact Centers & BPO Sept 2021 – Present Product Specific Trainer**

#### Key Responsibilities:

- **Client Interaction:** Regularly communicated with clients to discuss performance metrics and retention strategies, mirroring the consultative approach necessary for advising on personal and business process questions.
- **Curriculum Design:** Took lead in designing training materials, focusing on addressing performance gaps – an aptitude that's transferrable to formulating business strategies and optimization.
- **Training Facilitation:** Expertly facilitated Product Specific Training sessions, ensuring adherence to approved curriculum. This proficiency can easily translate to helping clients understand the complexities of every curriculum strategy.
- **Feedback & Coaching:** Routinely conducted feedback sessions, identifying both strengths and areas of opportunity.
- **Administrative Prowess:** Diligently completed administrative tasks crucial to department success, demonstrating an understanding of the importance of process adherence and detail orientation.
- **Employee Development:** Took initiative in crafting developmental plans after assessing trainee performance, showcasing a forward-thinking approach.

### **Eperformax Contact Centers & BPO Feb 2021 – Sept 2021 Learning Assistant**

#### Key Responsibilities:

- **Client Engagement Monitoring:** Regularly observed participants engagement levels and comprehension of topics, honing my ability to gauge client satisfaction and understanding – a skill vital when advising clients on intricate personal and business credit topics.
- **Identifying Needs:** Proactively identified participants requiring additional assistance or clarification. This attunement to individual needs ensures clients receive tailored advice and solutions.
- **Operational Logistics:** Managed and coordinated essential logistics to guarantee a seamless training experience. This showcases my adeptness in ensuring smooth operation processes.
- **Managed escalation calls:** Addressing cases that teammates could not resolve or customers requesting a supervisor. This role honed problem-solving skills, strengthened negotiation abilities, and showcased empathy when handling frustrated customers, ensuring resolution and maintaining customer satisfaction.

### **Eperformax Contact Centers & BPO Feb 2019 – Feb 2021 – Customer Service Representative (Sprint General Care)**

#### Key Responsibilities:

- Addressed customer inquiries related to account details, billing, devices, and network concerns, ensuring clarity and resolution.
- Applied problem-solving skills using multiple tools to efficiently resolve customer issues and enhance satisfaction.
- Promoted and sold products and services, demonstrating persuasive communication and the ability to meet sales goals.

### **R.E.C June 2018 – Aug 2018 On the Job Training**

#### Key Responsibilities:

- **Financial Insight:** Efficiently inputted financial transactions into accounting software and spreadsheets, demonstrating a foundational understanding of financial systems – essential for interacting with clients on personal and business clients matters.
- **Financial Record Management:** Ensured the accuracy and timeliness of financial records, which underpins the importance of reliable data when formulating funding or optimization plans.

- Detailed Financial Tracking: Systematically recorded and categorized various financial activities, showcasing a meticulous approach to understanding and analyzing financial dynamics, useful for advising clients.
- Reporting Proficiency: Assisted in compiling data for financial reports, statements, and analyses. This exposure to the financial reporting process enhances my ability to guide clients through complex financial narratives.
- Stakeholder Communication: Engaged with vendors, clients, and other stakeholders on financial matters, reinforcing my capability to communicate effectively and address concerns a cornerstone of excellent customer service.
- Inventory Management: Conducted physical inventory counts, signifying my hands-on approach and attention to detail, crucial when assessing and advising client's assets or financial standing.

## EDUCATION

### **Freelance Academy**

15-hour QuickBooks Online Training

### **University of San Carlos – Main Campus**

Bachelor of Science in Management Accounting

## REFERENCES

### **Jessa Adonay**

Training Manager, Synchrony  
Email: jessaadonay@gmail.com  
Phone: 0917-898-5136

### **Francois Bryan Negapatan**

Training Manager, Eperformax Contact Centers and BPO  
Email: francinebellanegapatan@gmail.com  
Phone: 0939-914-0354