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| --- | --- | --- | --- | --- | --- |
| https://lh3.googleusercontent.com/Ph66K80gYs6yRhq4uxb7lbh5BxZ3fZ6b_oq72zCwznQwZ_6IUTe1vGN8oFOw3iO3iZWESgrzqe837qGcI-zsdrUsvYqbRnYwnnpGjuzNwtz9UX-Bdv4ISMPMnOe_gDvwG_EMy47s | | | **Precious Eleanor Niña Gagante** **Digital Projects & Operations Manager (10+ Year Exp.)**  <https://ph.linkedin.com/in/preciousgagante>  (+63) 99 888 20897 | | |
| **Objective** | | | | | | |
|  | | | A divergent thinker who challenges boundaries that move organizations to breakthroughs. Integrity and authenticity are the two things I value the most in people. I prefer to be in business or work with people who honors their word, walks the talk and does what they say will do and when they will do it.   With over 10 years of extensive experience in Digital, I surely do know how to navigate the digital world for clients who want to make it big online. Whether you’re looking to develop an app or build a site, my team can handle a project or manage your technical team for you. My comprehensive background as HR Generalist is a guarantee that she can hold a strong team through to the end. | | | |
|  |  | | | | |  |
| **Experience** | | | |  | |  |
| 10+ Years of Total Experience | | | | | |
| Jan 2017 – Present (2 Years) | | | | **Operations Manager | Sole Proprietor**  Outsource Digital Consultancy (DigitalSynergyTech.com) | Central Visayas, Philippines | | |
|  | | | | Industry | | IT Web Project Management /Staff Leasing / Call Center / Back Office Support |
|  | | | | Specialization | | High Level Operations Management |
|  | | | | Role | | Management |
|  | | | | Position Level | | Executive |
|  | | | |  | |  |
|  | | | | A lean startup, Outsource Digital Consultancy is a full-service Web Development & Business Process Outsourcing Agency. We offer a host of holistic digital solutions from Web & App Development to Offshore Staffing, Consulting, Digital, Technology and Operations, to empower businesses of all sizes towards Digital Dominance.  I am largely responsible for keeping business continuity on a daily basis. A divergent thinker, responsible for important decision making for the company. | | |
|  | | | |  | |  |
|  | | | |  | |  |
| Dec 2015 – Jan 2017 (1 Year) | | | | **Digital Marketing Manager**  Tbelle Corp | Central Visayas, Philippines | | |
|  | | | | Industry | | Project Management /Advertising / Marketing / Promotion / PR |
|  | | | | Specialization | | Marketing/Digital Project Management/Business Development |
|  | | | | Role | | Management |
|  | | | | Position Level | | Assistant Manager / Manager |
|  | | | |  | |  |
|  | | | | \* Successfully managed & released Digital Creative Projects for the company's clients in the first 6 months.  \* Developed and managed digital marketing campaigns & processes for the company from scratch.  \* Set Up KPIs and Tracking for conversion rates. Submitted recommendations for improvements to the the company's website.  \* Devised strategies to drive online traffic to the company website.  \* Project managed the redesign and the user experience on the company’s website to completion.  \* Improved the usability, design, content and conversion of the company website.  \* Evaluated competitor’s Digital Marketing strategies and creating plans to overtake them.  \* Reviewed new technologies and kept the company at the forefront of developments in digital marketing. | | |
| Dec 2014 – Dec 2015 (1 Year) | | | | **Digital Marketing Manager** Blue Ocean BPO | Central Visayas, Philippines | | |
|  | | | | Industry | | Project Management /Advertising / Marketing / Promotion / PR |
|  | | | | Specialization | | Marketing/Digital Project Management/Business Development |
|  | | | | Role | | Management |
|  | | | | Position Level | | Assistant Manager / Manager |
|  | | | |  | |  |
|  | | | | \*Handled a team of highly skilled developers for our biggest account: A digital agency based in Australia.  \*Led the company's Outsourced Digital Services Department.  \*Managed 20+ Full Time Employees with about 40 individual SME clients. These highly skilled employees have various digital-specialists skill sets: Web Developers, programmers, Graphic Artists, SEOs, Social Media & Digital Marketers, Content writers and etc.  \*Acts as internal digital project lead / Digital Project Manager.  -Medium sized company website  -Employee/Client Portal (Planning & Strategy phase)  -Client Websites from Standard - E commerce websites. | | |
|  | | | |  | |  |
| Oct 2010 – Dec 2014 (4 years) | | | | **Digital Project Manager | Co-Founder** Remotus.Co.Uk | Central Visayas, Philippines | | |
|  | | | | Industry | | Consulting (Business & Management) |
|  | | | | Specialization | | Internet Marketing/SEO/Project Management/BPO/KPO |
|  | | | | Role | | Others |
|  | | | | Position Level | | Assistant Manager / Manager |
|  | | | |  | |  |
|  | | | | I’ve outsource my services in Online/Digital Marketing or as an SEO consultant. I have also spearheaded numerous projects for my clients which often consist of a team of 10+ other Freelance/Outsourced staff doing telemarketing, data entry and administrative tasks.  Worked from home as Administrative Manager and SEO/Marketing consultant for an Australian Client's websites.   List of other projects and tasks: Offshore Recruitment, Manpower Outsourcing, and Client Services Manager & Campaign Broker (BPO sector). | | |
|  | | | |  | |  |
| May 2013 - Nov 2013 (6 months ) | | | | **Client Services Officer**  Taking You Forward, Inc. | Central Visayas, Philippines | | |
|  | | | | Industry | | Call Center / IT-Enabled Services / BPO |
|  | | | | Specialization | | Corporate Strategy/Top Management |
|  | | | | Role | | Others |
|  | | | | Position Level | | Assistant Manager / Manager |
|  | | | |  | |  |
|  | | | | Acts as main liaison between site operations and Clients under UK and US territories.  Keeps Clients well informed of the Operations' capabilities, milestones and current strategies in growing their business with the company. Spearheads all program launching to hand off to operations team. Has managed a total of 3 huge accounts and 2 small ongoing programs at the same time.  Serves as internal Operations and Processes Auditor and manages Client's terms including Statement of Work;  Maintains above average to excellent quality results for the company's Clients by closely coordinating and co-managing campaigns;  Identifies company's opportunity to cross/up-sell the account services and lateral growth of the business.  Above all, ensures strong positive relations with all of our Clients. | | |
|  | | | |  | |  |
| Oct 2010 - Oct 2011 (1 year ) | | | | **Activations Specialist/Virtual Assistant** Executive Boutique-SPL Vodafone Hutchinson Australia | | |
|  | | | | Industry | | Telecommunication |
|  | | | | Specialization | | Secretarial/Executive & Personal Assistant |
|  | | | | Role | | Secretary/Personal Assistant |
|  | | | | Position Level | | 1-4 Years Experienced Employee |
|  | | | | Provides optimum customer service experience to newly acquired business clientele for Vodafone Hutchinson Australia.  Skills required multi-tasking, navigating multiple tools in oracle web-based data while taking inbound and outbound calls. Proficiency in Microsoft office and most especially Excel /spreadsheet is a critical requirement of the job. | | |
|  | | | |  | |  |
| Nov 2009 - Jun 2010 (7 months ) | | | | **Sales Representative for Expedia.com** Aegis People Support | | |
|  | | | | Industry | | Call Center / IT-Enabled Services / BPO |
|  | | | | Specialization | | Hotel Management/Tourism Services |
|  | | | | Role | | Travel Coordinator/Agent |
|  | | | | Position Level | | 1-4 Years Experienced Employee |
|  | | | | Use of Multiple web-based applications to book, cancel flight, car, hotel and packages. Assists American consumers on their travel itineraries. Resolve complicated itineraries in order to provide big savings for customers. | | |
|  | | | |  | |  |
| Mar 2009 - Nov 2009 (8 months ) | | | | **Gustavian Lifestyle Account Manager** The Gustavian (Scandinavian/Chain of Restaurants) | | |
|  | | | | Industry | | Food & Beverage / Catering / Restaurant |
|  | | | | Specialization | | Marketing/Business Development |
|  | | | | Role | | Marketing Executive |
|  | | | | Position Level | | Supervisor / 5 Years & Up Experienced Employee |
|  | | | | Manage programs and events for the upscale restaurant and its socialite members conducted Telemarketing calls and face to face sales pitching for the lifestyle membership. Assisted in the marketing propaganda's of its newest branch. Conducted Lifestyle Membership presentation for new and potential members. Uphold client satisfaction and patronage. | | |
|  | | | |  | |  |
| May 2006 - Oct 2009 (3 years 5 months ) | | | | **Recruitment Supervisor / HR Professional** Toplis Solutions Inc. | Waterfront Hotels Lahug | City Savings Bank | | |
|  | | | | Industry | | Human Resources Management / Consulting |
|  | | | | Specialization | | Human Resources |
|  | | | | Role | | General HR |
|  | | | | Position Level | | Supervisor / 5 Years & Up Experienced Employee |
|  | | | | Mass recruitment from Rank & File to Management positions. Conducts company orientations to newly hired employees. Processed government papers, reportorial and employee benefits/compensation. Acted as Business Development, Client relationship executive, maintain existing accounts Basic Specialized training or to employees.  Compensation & Benefits Staff  Employee Labour Relations  Ad-Hoc duties as may be required by Regional Operations Manager | | |
|  | | | |  | |  |
| **Education** | | | | | | |
| 2005 | | | | **University of San Jose-Recoletos** Bachelor's/College Degree in Psychology | Philippines | | |
|  | | | | Major | | Industrial/Organizational Psychology |
|  | | | | CGPA | | 87.0/100 |
|  | | | |  | |  |
| **Skills** | | | | | | |
| Advanced | | | | Business Acumen, Leadership, Contract Negotiation, BPO Operations Management/ Digital Project Management / Online Marketing / SEO, Executive Search, Website Development Cycle, Outsourcing, Business Development, Human Management, Employee Relations, Compensation And Benefits, Aptitude in learning and adapting to various PM tools and CRM systems. | | |
| Intermediate | | | | Software Development Life Cycle | | |
| Basic | | | | Photoshop/Design | | |
| **Tools** | | | | | | |
| Tools | | | | Jira. Atlassian, Zoho,Trello, Wave, Aha.io, Dapulse, Hipchat, Prosperworks, Qoute Roller, Sales Force, Zoho, Xero, Wave; & various SEO Tools including Google Search Console (GWT), Google Analytics, Google Keyword Research Tool, Screaming Frog SEO Crawler, etc. | | |
|  | | | |  | |  |
| **Languages** | | | | | | |
| *Proficiency level: 0 - Poor, 10 - Excellent* | | | | | | |
| Language | | | | Spoken Written | | |
| English | | | | 10 9 | | |
| Filipino | | | | 10 6 | | |
|  | | | |  | |  |
| **Additional Info** | | | | | | |
|  | | | |  | | |
| Operations Management  Office Administration Executive recruitment Employee Training and Development Compensation & Benefits Int’l Labour Laws Office Administration | | | | Digital Sales and Marketing  Project Management  Proficiency in Web applications and navigation  Account/Program Management  Face to face Sales Pitching | | |
|  | | | |  | |  |
| **About Me** | | | | | | |
|  | | | |  | |  |
| Age | | | | 34 | | |
| Gender  Telephone Number  Email Address | | | | Female  (+63) 632-2737049 | (+63) 9988820897  preciousgagante@gmail.com | | |
| Address | | | | 727 F. Pacaña St, Tisa, Cebu, Central Visayas, Philippines 6000 | | |
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