



Jury Cinco

09394609465 | fivejury@gmail.com | Cagayan de Oro City, Philippines
9000 | [linkedin.com/in/jurycinco/](https://www.linkedin.com/in/jurycinco/)

Executive VA / Operations / Sales

Versatile, systems-driven Virtual Assistant and Remote Operations Specialist with over 15 years of experience streamlining administrative workflows, managing customer success systems, and driving sales growth for global brands. Proven track record as a remote team leader, quality assurance specialist, and corporate trainer adept at transforming chaotic processes into structured, highly efficient remote operations. Expert in aligning day-to-day administrative tasks with broader business growth, demonstrated by a history of coaching low-performing teams into top producers within two months and managing high-volume client portfolios for North American markets. Accomplished in establishing cross-functional alignment, creating standard operating procedures (SOPs), and managing CRM data pipelines to eliminate operational bottlenecks. Strategic builder who functions as a dependable right-hand partner to business owners, managing high-priority scheduling, customer relations, and business-critical tasks with an absolute focus on execution, clarity, and detail.

Core Skills:

Workflows, CRM Management, SOP Development, Lead Management, Calendar Management, Process Improvement, Quality Assurance, Client Onboarding, Technical Troubleshooting, Data Reporting, Escalation Handling, Customer Success, Email Management, KPI Tracking, Team Training, Dispute Resolution, Remote Operations, Meeting Coordination, Multi-Channel Support, Execution

Professional Experience

Technical Support Advisor (Laptop/Peripheral Team) | 2025 – 2026
Concentrix (Razer Campaign), Remote, Philippines

- Drive operational excellence across remote digital support channels by managing high-volume email and chat queues specializing in complex technical resolutions.
- Maintain exceptional customer satisfaction (CSAT) scores by providing clear, step-by-step guidance and reducing average resolution times for global clients.
- Navigate and update internal data registries and customer relationship management (CRM) platforms to log issues accurately and track technical bugs.
- Partner with tier-2 engineering and product teams to streamline client escalations and accelerate problem resolution times.

Booking Sales Agent / Corporate Trainer | 2020 – 2023
HOTELPLANNER, Remote, USA / International

- Served as an executive-level remote sales agent, managing end-to-end hotel accommodations, corporate bookings, and custom travel packages for North American B2B and B2C clients.
- Consistently met and exceeded baseline sales metrics and revenue targets by using data-backed consultative selling, active listening, and budget optimization.
- Championed a culture of continuous learning by designing training protocols and mentoring new hires on booking software, quality expectations, and North American corporate culture.

- Conducted weekly performance audits and delivered direct coaching sessions to trainees to improve operational accuracy, professional communication, and call confidence.
- Supported onboarding efforts by preparing new team members for live operational roles, reducing early-stage workflow errors.

Team Leader | 2016 – 2017

Teleperformance Inc. (DirecTV Campaign), Cagayan de Oro City, Philippines

- Led, coached, and supervised a team of customer service professionals, designing individual growth plans that moved bottom-performing agents into top-tier producers within two months.
- Analyzed daily team performance analytics and operational data to identify productivity bottlenecks and implement real-time workflow improvements.
- Planned and executed internal employee engagement initiatives, local corporate campaigns, and large-scale team-building events to build high-retention work environments.
- Handled escalated customer complaints and internal staff grievances using advanced problem-solving, diplomatic negotiation, and dispute-resolution frameworks.
- Managed daily administrative tasks including workload delegation, task scheduling, shift reporting, and communicating changing priority indicators from executive stakeholders.

Earlier Roles

Quality Assurance Specialist (Linksys Level 1) | 2012 – 2016

Concentrix, Cagayan de Oro City, Philippines

Senior Product Specialist 2 | 2010 – 2012

Concentrix, Cagayan de Oro City, Philippines

Senior Product Specialist 1 | 2006 – 2010

Concentrix, Cagayan de Oro City, Philippines

Education

Liceo de Cagayan University | Cagayan de Oro City, Philippines

Bachelor of Arts, Major in International Studies (Graduated: 1995)

- *Key Focus:* Cross-border communication, global cultures, and international frameworks.

Certifications & Interests

- **Languages:** English (B2 Upper-Intermediate / Fluent Professional Proficiency)
- **Technical Skills & Creative Toolkits:** Voice-Over Talent, Corporate Emcee & Hosting, Event Management, Process Mapping
- **Interests:** Virtual Assistant Technology, AI Productivity Tools, Documenting Workflows, Singing & Media Production