

# John Felix Pili

People Manager | Administrative | Customer Support Expert

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## CAREER SUMMARY

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- Seasoned and results-oriented professional with almost 12 years of experience in customer support, administrative functions, data entry, and people management.
- Recognized for championing service delivery, streamlining office operations, and consistently achieving high levels of customer satisfaction.
- Adept at managing complex administrative tasks, maintaining meticulous records, and promptly resolving customer issues.
- Proven ability to lead and mentor teams to surpass operational goals while fostering a positive and collaborative work environment.
- Proficient in leveraging advanced software tools, including Microsoft Office suites, CRM systems, and database management tools, to drive efficiency and productivity.

## CORE COMPETENCIES

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|-------------------------|--------------------------|--------------------------------|
| ▪ Customer Service      | ▪ Data Analytics         | ▪ Project Management           |
| ▪ Customer Support      | ▪ Data Entry             | ▪ Business Process Improvement |
| ▪ Customer Experience   | ▪ People Management      | ▪ Sales Management             |
| ▪ Online Support        | ▪ Team Management        | ▪ Marketing Management         |
| ▪ Technical Support     | ▪ Performance Management | ▪ Quality Assurance            |
| ▪ Office Operations     | ▪ Coaching & Mentoring   | ▪ Market Research              |
| ▪ Office Administration | ▪ Training               | ▪ Strategic Planning           |

## TECHNICAL PROFICIENCIES

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|------------------|---------------------------|--------------------------|
| ▪ Salesforce     | ▪ GoDaddy Website Builder | ▪ Slack                  |
| ▪ CRM            | ▪ Zoho                    | ▪ Zoom                   |
| ▪ Tableau        | ▪ Canva                   | ▪ Microsoft Office Suite |
| ▪ Power BI       | ▪ Webex                   | ▪ Google Workspace       |
| ▪ NICE inContact | ▪ OrecX                   |                          |
| ▪ Bliss          | ▪ Luxe                    |                          |

## WORK EXPERIENCES

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### Neowork

Remote Care Manager

Remote

July 2025 – Present

- **Patient Communication Management:** Delivered communications across multiple service programs, managing outreach, follow-ups, and patient engagement to support care continuity and satisfaction.
- **Escalation Handling & Coordination:** Identified and managed patient escalations, ensuring accurate documentation and timely handoff to appropriate teams for resolution.
- **Data Tracking & Reporting:** Maintained patient lists, monitored provider responses, and completed daily productivity tracking and reports to ensure operational efficiency.

### Sutherland Global Services

Associate Manager

Camarines Sur

July 2020 – April 2026

- **Project Management:** Managed schedules, assignments, and task prioritization, ensuring deadlines were consistently met and workflow remained seamless, significantly enhancing project completion rates and overall productivity.
- **Quality Assurance:** Conducted thorough reviews and audits of projects, deliverables, and products to ensure compliance with industry standards and internal quality metrics, leading to a noticeable reduction in errors and rework, and improving overall quality.
- **Operational Analysis:** Analyzed operational data and generated comprehensive reports on key performance indicators (KPIs).
- **Data Analytics:** Utilized data-driven insights to identify trends and areas for improvement, providing actionable recommendations that enhanced efficiency and customer satisfaction.

*Subject Matter Expert*

*July 2019 – July 2020*

- **Training and Development:** Provided comprehensive training, mentorship, and knowledge transfer to team members, ensuring the consistent application of best practices and industry standards.
- **Knowledge Sharing:** Facilitated the dissemination of critical knowledge and skills, empowering team members to excel in their roles and contribute to the organization's success.
- **Technical Expertise:** Addressed complex technical and operational challenges by leveraging subject-matter expertise and innovative solutions, resulting in streamlined processes and enhanced operational efficiency.

*Consultant*

*August 2014 – July 2019*

- **Customer Service:** Answered incoming calls promptly and professionally, delivering accurate and timely information to customers regarding product details, service offerings, and pricing, thereby enhancing customer satisfaction and trust.
- **Product Knowledge:** Provided comprehensive and precise information about products and services, contributing to improved customer decision-making and increased sales opportunities.
- **Data Management:** Documented customer interactions using CRM systems and other tools, ensuring data integrity and accuracy, which streamlined follow-up processes and improved overall customer service efficiency.
- **Information Management:** Managed records of customer contacts, enhancing the quality of data within the system and supporting better decision-making for the sales and support teams.

## **ACADEMIC BACKGROUND**

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**University of Nueva Caceres**

*Bachelor of Science in Business Administration major in Marketing Management*

Camarines Sur

*June 2024*

## **AWARDS**

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**Sutherland Global Services**

*Certificate of Appreciation – August Top TeleSales Team Manager*

Camarines Sur

*August 2025*

**Sutherland Global Services**

*Certificate of Appreciation – 10 years of service*

Camarines Sur

*January 2025*

**Sutherland Global Services**

*McAfee Centurion Award – Zero Absenteeism and Shrinkage for the month of June 2017*

Camarines Sur

*June 2017*