

## **JERICO U. CONTRERAS**

Palawan, Philippines

jericho.u.contreras@gmail.com

[LinkedIn](#)

---

### **PROFESSIONAL EXPERIENCE**

#### **Business Operations Associate**

OnrampLab / ContactLoop (Remote) | October 2024 – April 2026

##### **Operations**

- Provided operational and administrative support across recruitment, sales, and internal business functions in a fast-paced remote environment.
- Coordinated day-to-day workflows, task delegation, scheduling, reporting, and communication across multiple departments.
- Managed CRM and Applicant Tracking System (ATS) databases ensuring accurate records, workflow visibility, and operational efficiency.
- Handled email management, calendar coordination, documentation, and process tracking for recruitment and sales operations.
- Assisted in improving workflow organization, turnaround times, and process consistency across remote teams.
- Supported cross-functional coordination between recruiters, hiring managers, sales representatives, and leadership teams.
- Maintained operational records, recruitment updates, pipeline reports, and internal tracking systems.
- Assisted with process improvement initiatives to streamline operational and recruitment workflows.

##### **Recruitment**

- Managed full-cycle recruitment support for sales roles including candidate screening, interview coordination, evaluations, and onboarding assistance.
- Conducted structured first-round interviews assessing communication skills, sales readiness, and job fit alignment.
- Coordinated candidate movement through recruitment pipelines ensuring timely progression and process completion.
- Maintained ATS records, applicant tracking updates, and recruitment workflow accuracy.
- Supported hiring managers and HR teams in improving recruitment turnaround and candidate quality.

- Assisted in refining interview processes, screening standards, and recruitment coordination procedures.

### **Subject Matter Expert (Sales Division)**

- Served as Subject Matter Expert for Sales Division operations and recruitment support.
  - Provided guidance on outreach standards, candidate benchmarks, and sales workflow expectations.
  - Evaluated candidate performance indicators and provided hiring recommendations based on operational needs.
  - Collaborated with leadership and operations teams to improve hiring alignment and sales support effectiveness.
  - Assisted in maintaining consistency between recruitment strategy and sales operational requirements.
- 

### **Client Relations Specialist**

360 Virtual Medical Assistants (Remote) | August 2024 – October 2024 (Freelance)

- Provided operational and administrative support for virtual healthcare staffing and client service operations.
- Coordinated communication between healthcare providers, clients, and virtual assistant teams to ensure workflow continuity.
- Managed scheduling, patient follow-ups, calendar coordination, and administrative processes for healthcare operations.
- Maintained CRM systems, client records, and operational documentation with high accuracy and confidentiality.
- Assisted in onboarding coordination, workflow tracking, and operational support for new virtual assistants.
- Handled inbound and outbound communication ensuring responsive client service and issue resolution.
- Supported internal operations by monitoring scheduling efficiency, task completion, and communication flow.
- Assisted in maintaining organized operational procedures for remote healthcare support services.

## **Team Lead - Operational Support / Sales Executive / Recruitment Support**

Concierge Elite (Remote) | July 2020 – May 2024

- Managed daily remote operations for virtual receptionist services supporting veterinary and optometry clinics across the United States.
  - Coordinated appointment scheduling, workflow management, patient/client communication, and administrative support operations.
  - Supervised remote receptionist teams ensuring workflow compliance, operational efficiency, and service quality standards.
  - Assisted in operational planning, task delegation, reporting, and daily coordination of receptionist activities.
  - Maintained CRM, EMR, scheduling systems, and client records ensuring operational accuracy and organization.
  - Conducted B2B outreach, lead generation, and client engagement activities supporting business development operations.
  - Supported recruitment operations including candidate screening, interview coordination, and onboarding assistance.
  - Assisted management in improving operational processes, workflow efficiency, and service turnaround times.
  - Collaborated with internal teams to support client retention, communication management, and operational continuity.
- 

## **Lead Technical Specialist / Sales Executive**

Mediacom Communications Corporation (Remote) | January 2016 – February 2020

- Provided operational support for telecommunications services including internet, cable, and phone support operations.
- Managed inbound and outbound customer support workflows ensuring timely issue resolution and service coordination.
- Conducted remote diagnostics, technical troubleshooting, and account management for residential and business clients.
- Maintained CRM systems, customer records, service documentation, and operational reports using Oracle NetSuite.
- Assisted in coordinating customer service workflows, escalation handling, and support process management.
- Supported sales operations including lead generation, customer engagement, upselling, and account retention initiatives.
- Maintained relationships with enterprise and business clients while supporting operational and service requirements.
- Collaborated with technical, sales, and support departments to improve workflow efficiency and customer satisfaction.
- Assisted in delivering operational support solutions for enterprise-level and C-suite clients.

## **CORE SKILLS**

### **Operations & Administrative Support**

Operations Coordination | Workflow Management | Administrative Support | Process Improvement | Scheduling | Calendar Management | Reporting | Documentation | Data Entry | Task Coordination | Workflow Optimization | Operational Support | Cross-Functional Coordination | Remote Team Operations | Organizational Support

### **Recruitment & HR Support**

Full-Cycle Recruitment | Talent Acquisition Support | Candidate Screening | Interview Coordination | ATS Management | Applicant Tracking | Recruitment Operations | Onboarding Support | Hiring Coordination | Recruitment Workflow Management

### **Sales & Client Relations**

Sales Support | B2B Outreach | Lead Generation | CRM Management | Client Relations | Customer Support | Stakeholder Communication | Client Retention | Account Coordination | Business Development Support

### **Systems & Platforms**

Oracle NetSuite | Bitrix24 | KW Command | Google Workspace | Microsoft Suite | EMR Systems | Scheduling Platforms | CRM Systems | Applicant Tracking Systems (ATS)