

FRANCISCO GONZALEZ JR.

Home Number: (+632) 9313846

Mobile number: +639257352273

E-mail Address: 888kiko888@gmail.com

I am a self-motivated, insightful and a forward-thinking individual. I have many years of experience working through the tough transformations of individuals and companies correlating due to economic shifts and other internal-external obstacles to change. I have coached individuals down the path of change, acceptance, reducing individual resistance and revolutionizing good corporate culture.

PROFESSIONAL EXPERIENCE

Upland Software

(June 2017 – August 2017)

Orders Management Associate

Responsible to manage dealer/distributor and customer orders on to ensure that every order is processed and delivered on time and accuracy.

- ✓ Input and process all incoming orders – EDI and e-mail
- ✓ Set up and document the order process for new customers and distributors
- ✓ Maintain the company's order processing manual
- ✓ Provide customer service to other Upland customers

Auptix Logistics

(November 2016 – June 2017)

USA Business Development Associate

Identifies and helps to develop strategic relationships with partners or potential customers. Assisting in the development of a strong pipeline of new customers and projects in accounts through direct or indirect customer contact and prospecting.

Achievements:

- ✓ Successful research and prospecting of clients
- ✓ Success in collaborating with the team on daily, weekly and monthly target and objectives

- ✓ Consistently in hitting and exceeding target quota and revenue as defined by the company

Synergia BPO Solutions Inc.

(February 2014 – November 2016)

Sales and Customer Service Manager for Silverwifi Inc.

Manages a team of associates and ensures that the team delivers exceptional customer experience and adheres to our client's expectations.

Achievements:

- ✓ Defined and standardized customer service processes.
- ✓ Successfully directed the daily operations of the customer service team
- ✓ Successful in maintaining tools and resources necessary in delivering exceptional experience.
- ✓ Successfully supported and handled complex and escalated customer service issues.
- ✓ Successfully supported and implemented growth strategies and liaise with company management.
- ✓ Successfully carried out IT-related projects and initiatives as a project manager such as website development and CRM integration with Salesforce.
- ✓ Initiated Silverwifi Philippine Sales Team and closed its first client.

Support Manager for Agile Inc.

- ✓ Successfully defined standard operating procedures for Customer Service and Technical Support Team.
- ✓ Initiated Customer Service Operation which includes providing support to clients, process billing and collection, maintains and establishes client rapport, address customer needs.
- ✓ Initiated Agile Philippine Sales Team and closed its first client.

Business Development Manager for Synergia BPO Solutions Inc.

- ✓ Successfully brought new business to the company.
- ✓ Initiated new business operations.
- ✓ Provided client management and support.

Perfect Pitch Technology Inc.

(November 2012 – December 2013)

Office & HR Manager

Oversees department functions and manages employees, ensuring they are well-versed in their areas of expertise. Oversees assessments and discipline throughout the organization.

Achievements:

- ✓ Hired and on-boarded 400+ employees
- ✓ Handled employee compensation and benefits
- ✓ Facilitated training and development
- ✓ Successfully carried out good employee relations

Synergia Cybercare Inc.

(November 2011 – October 2012)

Business Development and Marketing Manager

Coordinates, locates and proposes potential business deals by contacting prospects; discovers and explores opportunities.

Achievements:

- ✓ Developed negotiating strategies and established new business deals.
- ✓ Successfully on-boarded new clients for the company.
- ✓ Ensured good business relationship between the company and our clients.

Acerhomes Development Corp. / Verdanpoint – Building & Real Estate Contractors

(March 2007 – December 2010)

Sales Manager

Main responsibility is to motivate and help sales agent to close sales. Objective is to hit team sales target and goals per month.

Achievements:

- ✓ Provided support and motivation by assisting them in closing prospects, negotiating deals and assistance in completing paper works.
 - ✓ Awarded as the Best Sales Manager of the Year – 2008
 - ✓ Consistent awardee as the Best Sales Manager for the Quarter
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EDUCATION

Philippine Women's University

Bachelor of Science in Hotel & Restaurant Management

1999 – 2003

Philippine Science and Technology Center

Computer Technology

1996 – 1998