



JOVEN L. SATOR

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WORK EXPERIENCES

Recruitment Manager

May 2023 - September 6, 2024

Abbella Medical Staffing

Owings Mills, Maryland USA (Remote)

- Developed, facilitated, and implemented all phases of the recruitment process.
- Collaborated with department managers to identify and draft detailed and accurate job descriptions and hiring criteria.
- Identified and implemented efficient and effective recruiting methods and strategies based on the available role, industry standards, and the needs of the organization.
- Assisted the Marketing Department with the job posting and advertising processes.
- Screened applications and selected qualified candidates.
- Scheduled interviews; overseen preparation of the interview questions and the other hiring and selection materials.
- Assisted with the interview process, attended and conducted interviews with managers, directors, and other stakeholders.
- Collaborated with the Department Manager and/or other Human Resource staff during the offer process, identified and recommended salary ranges, incentives, start dates, and other pertinent details.
- Ensured compliance with federal, state, and local employment laws and regulations, and company policies.
- Attended and participated in college job fairs and recruiting sessions.

Sales Associate

January 2019 – June 2022

Telus International Philippines - Ooma

Araneta Cubao, Quezon City Philippines

- Answered phone calls, live-chat and/or email with friendly greetings to create a positive experience for customers.
- Explained product prices and packages, as well as answered questions and addressed concerns of customers, set up appointments with interested customers according to schedule availability.
- Emailed clients and processed order, quote and return transactions and offered additional products and services.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Overcame objections using friendly, persuasive strategies.
- Used Oracle Service Cloud Tool, Microsoft Office Tool, and other computer databases software tools to create new accounts, keep track of phone calls, confidential notes about conversations, customer contact information, demographic and payment information in the system, then secure customer files to facilitate customer support and follow-up.

Customer Service Representative

September 2016 – July 2017

EGS - Alorica Incorporation Philippines - T-Mobile Gen. Care

Araneta Cubao, Quezon City Philippines

- Answered phone call inquiries about customer's billing statements and bill adjustments to maintain financial accounts.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Used company troubleshooting resolution-tree to evaluate technical problems and find appropriate solutions.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Adapted to new applications and maintained knowledge of current technologies.
- Maintained and managed customer files and databases.

Quality Assurance Analyst

June 2016 – August 2016

Concentrix - Amazon – Fulfillment by Amazon

TechnoHub Commonwealth, Quezon City Philippines

- Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues.
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.
- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs.
- Monitored KPIs to proactively address bottlenecks and quality issues.
- Mentored and coached team members on QA topics and strategies.
- Used Microsoft Excel and PowerPoint to create presentations, flowcharts and graphs detailing data analysis results.

Seller Support Specialist

June 2015 – June 2016

Concentrix - Amazon – Fulfillment by Amazon

TechnoHub Commonwealth, Quezon City Philippines

- Assisted Amazon Sellers with platform requirements for renewals and upgrades.
- Assisted clients to manage listing and professionally highlighting product/property features to increase sales chances.
- Liaised between buyers and sellers to provide positive experiences for both parties.
- Managed inventories of clients stored in Amazon Fulfillment Center.

Customer Service Associate

September 2014 – May 2015

IPlus Intelligent Network Incorporation - Sun Postpaid

Quezon Ave, Quezon City Philippines

- Communicated with clients regarding account services, statements, balances and assisted them in troubleshooting technical issues on their telephone service.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Demonstrated computer skills for data entry using DOS based tools and answered a broad variety of inquiries.

Marketing Project Coordinator

August 2011 – July 2014

BrandMovers Interactive Marketing

Ayala Ave, Makati City Philippines

- Supervised multiple projects, from project start through delivery by prioritizing needs and delegating assignments.
- Coordinated presentations for clients and project members to detail project scope, progress and results.
- Organized logistics for marketing and proposal strategy meetings.
- Assembled and coordinated marketing materials preparation, printing, binding, shipping and delivery.
- Sourced vendors for services such as video production and materials to complete marketing objectives.
- Authored crisp and interesting marketing copy to engage target consumers and drive sales.

EDUCATIONAL BACKGROUND

Technological Institute of the Philippines

SY: 2009 – 2011

#938 Aurora Boulevard, Cubao, Quezon City

Bachelor of Science in Accountancy

Parang High School

SY: 2005 – 2009

Tandang Sora St. Parang, Marikina City

Fortune Elementary School

SY: 1999 – 2005

Santan St. Fortune, Marikina City