

# LORELEEN GRACE MIMAY-VILLARONTE

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### **Professional Summary:**

Dynamic and results-oriented professional with over two decades of diverse experience spanning recruitment, administration, logistics, sales, and customer service. Demonstrated expertise in identifying top talent, building strong relationships, and driving organizational success. Proven track record of achieving targets and exceeding expectations in fast-paced environments. Adept at leveraging a wide range of recruitment tools and techniques to source, screen, and onboard candidates effectively. Recognized for exceptional leadership, communication, and problem-solving skills. Dedicated team player with a passion for delivering exceptional results.

#### **Key Skills:**

- Recruitment and Talent Acquisition
- Candidate Sourcing and Screening
- Relationship Building and Networking
- Administration and Logistics Management
- Sales and Customer Service Excellence
- Leadership and Team Development
- Multitasking and Time Management
- Effective Communication and Collaboration

### Work Experience:

PSG GLOBAL SOLUTIONS Remote/Makati October 2021 – present

Client: HUGO by RGP Senior Recruiter Level III

- Sources resumes of qualified candidates for specific job orders, using job boards, applicant tracking systems, company websites, etc.
- Conducts phone interviews to pre-screen candidates, verifying their qualifications, availability and compensation requirements; documents these interviews.
- Sets up interviews between candidates and hiring managers.
- Is involved in recruiting passive candidates, through phone calls, emails, and general relationship-building.
- Makes recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions.
- Elite Awardee for Q2 Q4 2022, Q1 2023

HBF TRANSPORT SERVICES

Lipa City, Batangas

November 2020 – Nov 2022

Admin and Logistics Manager

- Processed toll fee reimbursements for South Luzon drivers
- Invoiced of all reimbursable expenses
- Processed DTR summary for South Luzon drivers including Mindoro and Palawan

• Issued of COE, Work Order to HBF transport partners

London Direct UK London, UK January 2020 – July 2020

Virtual Admin Assistant/Recruitment

- Interviewed and hired of virtual staff SEO, qualifiers and website maintenance via Zoom
- Consolidated salary, bonuses and other monetary rewards for virtual staff
- Sent out company email announcement
- Kept daily attendance tracker for virtual staff

Senior Modelling Consultant

- Made up to 100 dials per day and booked 3-5 appointments for potential models to book a test shoot for their portfolio
- Processed payment of booking deposit via WorldPay
- Managed personal booking diary of clients

CEM Group Pasig City, Philippines September 2016 – Jan 2016

Sales Associate

• Sold masterclass events to C-level executives in the Middle East and Asia

Appco Group Asia Alabang, Philippines January 2016 – July 2016

Sales Associate

• Sold sponsorship pledges for UNICEF PHILIPPINES

Michael Saad International Atlanta, GA June 2010 – Dec 2016

**Executive Assistant** 

- Managed outsourced projects (eg: SEO, article writing, data entry, website maintenance etc)
- Went to Dubai, UAE and Jakarta, Indonesia for company offshore registration and security licensing
- Interviewed applicants via Skype or Magic Jack

7-ABCompany Milan, Italy May2010 – Sept2011

Virtual Assistant

- Managed calendar, email and company directory
- Updated Managing Director of meetings and appointments
- Data entry, transfers pdf file to editable word document
- Managed outsourced projects such as logo designs for various clients

Assistant Fielding and Bryce Law P.L.L.C Murray, Utah Jan2010 – Jun2011

Online Admin Assistant

- Managed client files and documents sent via Faxage, Email and iDrive
- Made follow up calls and emails to clients with missing documents and in-progress applications.

Blatznet Web Services Vancouver, Canada May2010 – Jun2011

Virtual Assistant

- Wrote comments on relevant blogs
- Managed Magic Submitter
- Updated Cash Flow Trades Tracker

Occasional article writing

Freelance writer for various websites and clients Jan 2010 – present

• Websites/Clients include: Hemmorx, Speed Dating NYC, Mobile Billboards NYC, Titan Media, Diamond Auto Glass, TEK Homes LLC, BAS Hardwood Flooring and TTS Trading

The Calvert Group

Philadelphia, PA

Jun2010 - Sept2010

Virtual RE Administrator

- Emailed prospective buyers and sellers of residential properties, lawyers and builders to tie up with his company
- Posted ads for properties
- Created articles for company's websites
- Received inquiry calls from potential buyers

American Auto Glass Alliance

Phoenix, AZ

Apr2010 - Jun2010

HR/TeamLead

- Posted job vacancies online and conduct screening and interview
- Processed payroll to be sent to the US
- Handled scheduling and staffing
- Took customer support calls when needed
- Trained new hires on product and system

**Hobble Creek Trading** 

Alabang, Philippines

Jun2009 - April 2010

**SEO Specialist** 

• Improved the volume or quality of traffic to a web site by writing articles, posting blogs and comments on different sites for an assigned client

StarTek International

Makati, Philippines

Sept2008 - Jun2009

**Recruitment Specialist** 

- Interviewed walk-in applicants, sends out end-of-day report email, schedules qualified for Final Interview, updates applicant tracker, facilitates new hire orientation
- Headed the registration committee for the company's inauguration last January 2008. Tasks included were making call outs to VIPs (from US Embassy and other BPO industry's upper management).
- POC for StarTek Mountaineering Gig and StarTek Community GIG

E\*Trade Access Worldwide

Makati, Philippines

Nov2007 - Sept 2008

**Quality Associate** 

- Facilitated quality updates to agents
- Handled nesting class
- Provided real time coaching and feedback,
- Facilitates quality calibration with clients in the US
- Trained to take escalation/supervisor calls
- Organized AWWC Mountaineers and acted as their secretary
- Was featured "Access Peep" of the month (August 2007)
- Marketing head for endTAXicated (end of tax season party)

Financial Service Rep Access Worldwide August 2007 – Nov 2007

18th/f Yuchengco Bldg Ayala cor Sen. Gil Puyat, Makati Philippines

- Took customer support calls for E\*Trade financial (US), tops quality metrics
- Promoted to Quality Associate after 2 months of taking calls

24/7 Customer Makati, Philippines May 2007 – July 2007

CSR (Optus)

• Took customer support calls for Optus Australia

• Facilitated refunds, basic handset troubleshooting for clients

HSBC UK HSBC Electronic Data Alabang, Philippines February 2007 – May 2007

Collections Associate

• Made outbound calls for HSBC UK Collections Department. In charge of updating delinquent customers' account and processing payment online. Maintains confidentiality of customer information

APAC Customer Services Alabang, Philippines October 2006 – Jan 2007

CSR Medco

• Took customer support calls for MEDCO member services, checks order status, process payments and updates client's information

Expedia PeopleSupport Makati, Philippines Sept 2004 –Sept 2006

Travel eRep

• Arranged flights, hotels and vacation packages for Expedia.com customers.

- Trained for changing flights and bookings online.
- Committed to providing excellent customer service at all times.
- Acted as team supervisor when team lead is not available thus takes supervisor/escalation calls.
- Volunteered Internship Program: conducted applicant phone interviews

ICT Group Philippines Inc Makati, Philippines April –Sept 2004

TeleSales Representative

PeopleSupport Phil., Inc Makati, Philippines June 2003 – April 2004

Travel eRep 12/14 Floor PhilamLife Tower Paseo de Roxas Ave., Makati City Philippines

- Arranged flights, hotels and vacation packages for Expedia.com customers.
- Trained for changing flights and bookings online.
- Committed to providing excellent customer service at all times.

## **Seminars / Training**

Basic MS Excel Training	Staffright, StarTek	February 2009
Art of Recruiting (HR Edition)	StarTek	January 2009
Art of Recruiting (for Operations and Support)		November 2008
Business Writing	Access Worldwide	August 2008
Quality Paradigm	Access Worldwide	January 2008
AWWC Quality	Access Worldwide	November 2007

# **EDUCATON**

BS Foreign Service (Undergrad) Colegio San Agustin Southwoods Exit, Binan, Laguna, Philippines

AB English Colegio San Agustin Southwoods Exit, Binan, Laguna, Philippines

AB Mass Communication Centro Escolar University Mendiola, Manila, Philippines