

NAP BRABANTE JR.

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WORK EXPERIENCE

Elite Program Coordinator

Serve with Honor LLC / Kahusayan at Karangalan BPO INC

March 2023 - August 2025

- To support Veteran Coach and team with administrative tasks as assigned.
- To support and communicate with VACI clients as needed in accordance with the ELITE Service Guide (to include call, email, and text communications).
- Act as a CRM(Insider Portal) "SME" for the Coach, ensuring all contacts, deals, etc. are labeled correctly and that mandatory data entries are correctly filled out.
- Provide innovative ideas and proactively recommend solutions to increase performance.
- Keep track of attendance sheets for veteran clients in the given pipeline, strategy sessions, C&P sessions, additional live classes, etc

Legal Assistant

Element Law Firm

January 2023 - March 2023

- Manage and maintain the lawyer's calendar, including scheduling appointments, meetings, and conference calls.
- Prepare and review documents, such as legal briefs, contracts, and agreements.
- Prepare and review documents, such as legal briefs, contracts, and agreements. Handling clerical and administrative legal tasks.
- Manage and prioritize tasks to ensure that deadlines are met. Maintain confidentiality of all sensitive information.
- Work collaboratively with other members of the legal team and external clients as needed.

BPO Experience

- **Cardinal Health International Philippines MARCH 2017 - JULY 2022**
 - Project Lead
 - Escalation and Feedback Specialist
 - Performance Monitoring - Quality Analyst
 - Medical Customer Service - Order Placement, Research, CR/DR, Unfilled Lines
- **Concentrix Services Corporation JUNE 2016 - DECEMBER 2016**
 - Google - Customer Care Specialist
- **TATA Consultancy Services MAY 2015 - MARCH 2016**
 - RoundPoint Mortgage Service - Senior Process Associate
- **The Results Companies JUNE 2014 - DECEMBER 2014**
 - Customer Service Representative
- **Sutherland Global Services MAY 2011 - APRIL 2014**
 - Quickbooks - Intuit - Senior Consultant

EDUCATION

ATENEO DE NAGAUNIVERSITY

- Bachelor of Science in Psychology

TRAINING

- Freight VA - Dec 2025
- Bookkeeping - Dec 2025
- Real Estate - Dec 2025
- Lemon Law - Jan 2023

REFERENCES

Kimie Bautista

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