

# TODD NAIN LAGAÑA

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## Summary of qualifications:

Event planning and coordination.  
Virtual Human Resource  
Recruitment specialist  
Florist  
Onsite Event Organizer  
Virtual Team Lead.  
Virtual Office management.  
Good Written and Verbal communication skills.

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March 2018 – July 19 2024

### **Human Resource Admin Virtual assistant**

360summits.com | Boyton Beach Florida

- Organize the CEO's Calendar, Schedule meetings and Files.
- Organize and Optimize 42 Virtual assistants Schedules and workloads.
- Plan, create and execute processes from recruiting, hiring and onboarding Applicants.
- Virtual meetings with clients to obtain detailed information and set realistic expectations regarding projects.
- Manage day to day activities in the virtual office such as but not limited to sales report, project updates, attendance, client meetings and email campaigns.
- Payroll and basic Accounting.
- Provide as primary point of Contact of clients, providing premium concierge level from start to finish
- Drafting, preparing and explaining contract and non-disclosure agreements to the clients.
- Documentation and data entry of relevant information according to the standard operating procedures.
- Provide excellent business to client support
- Create Company process and SOP's
- Responding to emergency meetings and concerns.

Reason for leaving the job:

I am looking to work in a diverse, multicultural setting, where I can collaborate with a wide range of professionals and utilize my expertise to create a significant contribution to the company.

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September 2016 – Feb 2018

## **HR Recruitment**

Eperformax Contact Centers and BPO Lawaan Roxas City Capiz- Philippines 5800

- Answer calls and inquires as a front desk recruiter.
- Interviewing 80 people per day from phone calls to walk in applicants.
- Spear heading the 1<sup>st</sup> day orientation of the new hires, doing follow up call, scheduling and screening More than 1000 potential applicants in a months to work for PayPal, Shoppe, ebay and T mobile
- Ensured comprehensive documentation of the entire applicant pipeline and recruitment process within the CRM.

Reasons for leaving the Job:

Looking for work in an industry where I can enhance my sales and management skills.

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December 2010 – June 2016

## **Billing Specialist | Customer Service Representative**

Comcast Transcom World Wide – Contact center and BPO

Delgado Sts Iloilo City Philippines

- Manage and handle billing payments.
- Create e- tickets for missing payments.
- Establish Rapport and providing the information to the customers.
- Guiding customers to choose on how to save from their bills.
- Responsible in over the phone credit card payments and provide a reference number.
- Porting in/ out of customer's phone number.
- Conducting simple trouble shooting techniques for phone cable and internet.
- Dispatch onsite technicians basing on the proximity and skills set.

Reasons for leaving the Job:

Want to gain more experience to grow my career.

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### **Tools Familiar with:**

Hub spot, Slack, Gdocs, Sheets, Microsoft Office, Calendly, Google Calendar Rocket Reach, Zoom, Kanban , Meta suite, Hoot suite, Asana, Google suite, Meister, Trello, AGILE Methodologies Canva,Photo room, ChatGPTarpm, Poe.com,Cupcut. quillbot, grammarly VOIP ( Vonage, Avaya and Ring central)

Otter.AI, Dropbox, Last pass, Nanonets A.I, Keywords. A.O

**Skills:**

Email management, Content writing, Project management, Customer Support and Admin support

**Personal info:**

Age: 34 years old

Height: 5"4

Weight: 82 KG

Status: Single

Nationality: Filipino

**Educational Attainment:**

Degree in Bachelor of Science in Secondary Education Major in English

Colegio Dela Purisima Concepcion- Roxas city Capiz 5800 Philippines

Graduated: May 27 2017

Availability: Immediately