

JAZEL LEA T. ORBE

Operations Manager | Project Manager | Customer Service

● ABOUT ME

Dynamic and results-driven Operations and Project Manager with a strong background in customer service, team leadership, and business operations. Experienced in managing cross-functional teams, improving workflows, and driving business growth through strategic planning and execution.

● KEY SKILLS

- ✦ Operations Management
 - ✦ Project Management
 - ✦ Customer Service Leadership
 - ✦ Digital Marketing & PR
 - ✦ Process Improvement
 - ✦ Team Coaching & QA
 - ✦ Critical Thinking
 - ✦ Communication & Negotiation
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● EXPERIENCE HIGHLIGHTS

🚀 IO Innovative Outcomes Corp (2019 – Present)

Operations & Project Manager

- Led customer service and sales operations teams
- Improved workflows and created scalable processes
- Managed Airbnb properties and performance
- Led marketing, PR, and social media teams
- Planned and executed company events and projects

WNS (2019)

Customer Service Agent

- Handled financial accounts and payment concerns
- Assisted with insurance claims and customer support

Genpact (2018 – 2019)

Customer Service Agent

- Managed account updates and dispute resolution

TeamSpan Global Solutions (2017 – 2018)

Account Specialist

- Coordinated service deployment for commercial clients

ADP Philippines (2014 – 2017)

Junior Payroll Analyst

- Assisted businesses with payroll and tax processing

ACHIEVEMENTS (Optional Section – You can customize)

-  Improved team performance through coaching and QA systems
-  Streamlined operational processes for better efficiency
-  Successfully managed multiple projects and teams simultaneously

CONTACT

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