

Jayson M. Papa

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Baguio City 2600

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| Professional Profile |
| Instructional specialist with over 2 years of experience in Online English Teaching and English Level Assessment and over 2 years of experience in Staff Management in the same industry with responsibilities in Workforce Staffing, Teaching Group Management, Quality Monitoring and Human Resource Management. Bearer of a TEFL/TESOL Certification and possess excellent customer service skills with over 4 years of experience in Business Process Outsourcing services ranging from account administration, telephone sales and financial accounts administration. |
| Skills* Excellent written and oral communication skills with the ability to inspire, comfort and build self-esteem.
* Demonstrates sound work ethics and interpersonal skills.
* Keen problem solving skills with the ability to learn new things quickly.
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| * Proficient in Microsoft Office and Google Applications
* 70 WPM Typist
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| Relevant Work Experience |
| 2011-2013 August 2013 to December 2013December 2013 to June 2014June 2014 to December 2015December 2015 to July 2016July 2016 to January 2017 |  | Freelance English Tutor* *Face-to-face teaching*

Instructional Specialist*Englishbreak Philippines – Baguio City, Philippines** *Online English teaching*

Student Assessment Specialist*Englishbreak Philippines – Baguio City, Philippines** *Administers Free Trial Classes, Ability Test to gauge a student’s English level*

Team Leader/Quality Assurance Specialist*ABC360 Philippines Ltd Co – Baguio City, Philippines** *Supervising a teaching unit of 25 online teachers*
* *Conducts class performance evaluation and coaching*

Workforce Management Head*ABC360 Philippines Ltd Co – Baguio City, Philippines** *Oversees the service level of the teaching center in terms of*

*the number of teachers needed in any given month/week/day/hour**in accordance with the forecast given by the main office*Human Resource – Labor and Employee Relations Head*ABC360 Philippines Ltd Co – Baguio City, Philippines** *Drafts, interprets and administers employees' contracts with respect to grievances, wages or salaries, employee welfare, benefits, and other stipulations.*
* *Handles employee complaints that results from disputes and grievances*
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| **Education** |
| 1996 - 2002 |  | Bachelor of Science in Physical Therapy*St. Jude College and General Hospital – Manila, Philippines* |
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