

Jayson M. Papa

154 Chrome St., Upper Quezon Hill

Baguio City 2600

Landline: (074)2460478/ Mobile: +639062405411

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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. | | | | |
| * Proficient in Microsoft Office and Google Applications * 70 WPM Typist | | | | |
| Relevant Work Experience | | | | |
| 2011-2013  August 2013 to December 2013  December 2013 to June 2014  June 2014 to December 2015  December 2015 to July 2016  July 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* | | |
| **Education** | | | | |
| 1996 - 2002 |  | | | Bachelor of Science in Physical Therapy  *St. Jude College and General Hospital – Manila, Philippines* |
|  |  | |  | |