




# KLARENCE JOBOY MALLILLIN

-  +971551518081
-  klarenceemallillin@gmail.com
-  Al Khail Gate Al Quoz 2 Dubai, UAE



## EXPERIENCE

SENIOR ANALYST | APRIL 2023 - APRIL 2024

### ADP (Automatic Data Processing)

- Conducts in-depth market research to identify potential growth opportunities and emerging trends. Develop and execute data-driven business development strategies aligned with company goals. Collaborate cross-functionally with marketing, sales, and operations teams to ensure seamless deal execution. Successfully presented company value propositions to potential clients, leading to increased brand awareness and engagement. Collects and process required documentation for compliance and verification, adhering to strict legal and ethical standards.

RECRUITER / LEAD DATA MANAGER (FREELANCER)|  
JANUARY 2023 - MARCH 2023

### Keynote Business Solutions LLC

- Source and qualify candidates based on experience, skills, and cultural fit.
- Provide accurate and transparent information about company culture, compensation, and career progression.
- Prepare candidates for interviews with company-specific information and tips.
- Identify areas for improvement and implement data-driven strategies to optimize recruiting efforts.
- Created and delivered regular reports on recruitment performance metrics to owners, including hiring managers and senior leadership.

CALL CENTER AGENT | MARCH 2020 - AUGUST 2022

### Concertix | Collabera Technologies


- Provided exceptional customer service through clear and concise communication across various channels (phone, email, chat).
- Actively listened to customer inquiries and concerns, demonstrating empathy and understanding.
- Effectively resolved issues by researching, analyzing, and implementing appropriate solutions.
- Exceeded customer expectations by consistently delivering prompt, accurate, and friendly service.


INTERN | OCTOBER 2019 - MARCH 2020


### Rizal Commercial Banking Corporation


- Assisted with data entry and account maintenance tasks.
- Gained exposure to various financial products and services offered by the bank.
- resented findings and recommendations to senior management.


## SKILLS


- 


Communication (written and oral)
- 


Ability to work independently
- 


Teamwork
- 

Proficient in Job Posting Platforms
- 

Problem Solving
- 

Design and Editing (Canva)
- 

Applicant Tracking System
- 

Google Suites
- 

MS Office

## PROFILE

Highly motivated and versatile professional seeking challenging career in finance, banking, HR, payroll, or customer support. 4+ years of experience driving operational excellence and client satisfaction across diverse industries.

## KEY STRENGTHS

- Demonstrated ability to streamline processes, improve workflows, and enhance productivity in complex environments.
- Passionate about exceeding client expectations through proactive communication, problem-solving, and personalized service.
- Possesses strong understanding of financial principles, data analysis, and risk management.
- Proven track record in talent acquisition, onboarding, compensation and benefits administration, and employee relations.

## EDUCATION

CENTRO ESCOLAR UNIVERSITY

Bachelor of Science in Business Administration Major in Financial Management

## REFERENCES

MA. PATRICIA AGUSTIN

Talent Acquisition

- +639666284201
- pxtriciagustin@gmail.com

SHANE IRIS BANAYBANAY

Business Consultant

- +639053801808
- shane.iris.banaybanay@adp.com