

KLARENCE JOBOY MALLILLIN

ABOUT ME

Dynamic and results-oriented professional with 4+ years of experience optimizing operations and exceeding client expectations across various industries. Seeking a challenging position in finance, banking, HR, Sales, or customer support to leverage my diverse skillset.

CONTACT

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EDUCATION

CENTRO ESCOLAR UNIVERSITY

Bachelor of Science in Business Administration Major in Financial Management

2015-2023

SKILLS

- Account management
- Strategic and social selling
- Proficient in using CRM software
- Business Development
- Business research
- Critical Thinking
- Customer Service Skills
- Communication Skills
- Data Analysis
- Marketing and Sales

REFERENCES

Patricia Agustin
Talent Acquisition
pxtriciagustin@gmail.com

Shane Iris Banaybanay
Business Consultant
shane.iris.banaybanay@adp.com

WORK EXPERIENCE

SENIOR ANALYST

ADP (Automatic Data Processing) (2023-2024)

- Leveraged analytical expertise to support the ADP Business Development Group in achieving strategic growth objectives.
- Conducted in-depth market research to identify new business opportunities and target markets.
- Analyzed customer data and market trends to develop data-driven sales and marketing strategies.
- Created compelling presentations and reports to communicate complex market insights to stakeholders.
- Partnered with sales teams to qualify leads, identify customer needs, and tailor product solutions.
- Monitored and analyzed the performance of marketing campaigns and sales initiatives, recommending adjustments for optimization.

DATA MANAGER / RECRUITMENT SPECIALIST

Keynote Business Solutions (2022-2023)

Recruitment Specialist (3 months)

- Successfully sourced and recruited top talent for various financial services roles, exceeding hiring goals.
- Developed strong relationships with hiring managers across departments, gaining a deep understanding of their specific needs.
- Conducted in-depth candidate screenings and interviews, identifying qualified individuals with the necessary skills and experience for the financial industry.
- Collaborated with the marketing team to develop compelling job descriptions that attracted high-caliber candidates.

Promotion to Data Manager (1 Year)

- Leveraged strong analytical skills to take on the additional responsibility of managing recruitment data across various job boards, including Indeed and ZipRecruiter.
- Implemented a data-driven approach to recruitment, optimizing sourcing strategies based on candidate behavior and platform performance.
- Developed and maintained comprehensive reports and dashboards to track key recruitment metrics and identify areas for improvement.
- Provided data-driven insights to senior management, including the CEO and COO, to inform strategic recruitment decisions.
- Partnered with the IT department to develop and integrate new data management tools to enhance reporting and analysis capabilities.

Core Team Management Responsibilities

- Mentored and coached junior recruitment team members, fostering a culture of continuous learning and improvement.
- Collaborated with the CEO and COO to develop and implement long-term recruitment strategies aligned with the company's overall business goals.
- Participated in strategic planning meetings, providing data-driven recommendations to optimize talent acquisition efforts.

SALES ASSOCIATE

Concentrix 2020-2021

- Consulted with customers to understand their mobile phone needs, data usage habits, and budget.
- Demonstrated and explained features of various smartphones, tablets, and wearables, tailoring recommendations to each customer's specific requirements.
- Presented and compared different cellular service plans, highlighting the most suitable options based on individual needs and data usage.
- Up-sold phone accessories (cases, screen protectors, chargers) and additional services (insurance, warranties, data upgrades) to increase customer satisfaction and revenue.
- Processed customer transactions efficiently, ensuring accuracy in data entry and customer information.
- Troubleshooted basic technical issues and provided ongoing customer support to ensure a positive brand experience.
- Maintained a positive and welcoming environment on the sales floor, exceeding customer service expectations.
- Participated in ongoing product training to stay updated on the latest devices, plans, and promotions.

INTERN

Rizal Commercial Banking Corporation 2019-2020

- Provided customer service support to bank clients, addressing inquiries and resolving basic account issues. (e.g., balance inquiries, bill payments, account maintenance)
- Assisted with account opening procedures, ensuring accuracy and completeness of documentation.
- Processed various banking transactions, including deposits, withdrawals, and fund transfers, while adhering to bank policies and security protocols.
- Conducted market research and competitor analysis to support the development of new customer acquisition strategies.
- Prepared presentations and reports on assigned projects, keeping department heads informed of progress and findings.