MARLLA JUIN LUMBIS

Executive Assistant | Strategic Operations & Customer Experience

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PROFESSIONAL SUMMARY

Operations and customer experience leader with 11+ years of BPO and remote-work experience, combining senior operations management with hands-on executive support, client communication, and B2B sales coordination. Proven track record leading teams of up to 300, improving productivity by up to 40%, exceeding client KPIs, and managing complex multi-channel workflows. Currently support Bogg Bag through TalentPop across high-volume customer experience and corporate gifting, including B2B inquiries, order coordination, logistics, claims, and stakeholder follow-through. Skilled at turning leadership priorities into organized workflows, clear reporting, and dependable execution in fast-paced environments.

CORE COMPETENCIES

- Executive & Administrative Support
- Calendar, Scheduling & Follow-Through
- Client & Stakeholder Communication
- B2B Corporate Gifting & Sales Support
- Customer Experience & Escalation Management
- KPI Reporting & Executive Briefings
- Workflow & Project Coordination
- Process Improvement & SOP Development
- Team Leadership & Performance Management
- CRM, Ticketing & E-commerce Operations
- Logistics, Claims & Order Resolution
- AI-Assisted Productivity & Research

PROFESSIONAL EXPERIENCE

Bogg Bag - TalentPop — **Remote**

Brand Concierge & Corporate Gifting Support (Customer Experience / B2B Sales) — *Oct 2025 - Present*

- Manage high-volume customer support across email, chat, and voice, resolving order, shipping, return, product, and warranty concerns while maintaining service-quality and response-time targets.
- Support the corporate gifting pipeline from inquiry and product selection through quote, invoice, payment follow-up, order coordination, and post-sale support for business and organizational clients.
- Generated **over $100,000** in corporate gifting / B2B sales within the first three months through outbound follow-ups, relationship management, and timely opportunity progression.
- Coordinate with warehouse, finance, e-commerce, carriers, package-protection partners, and internal teams to resolve fulfillment issues and keep customers and stakeholders informed.
- Maintain accurate customer and order records across Gorgias, Shopify, Blue Cherry, Route, Loop Returns, ShipStation, Stripe, TikTok Shop, and related support tools.
- Handle escalations, claims, refunds, replacements, and exception requests with strong attention to policy, documentation, and customer experience.

Transcosmos Asia Philippines Inc. — **Ortigas, Pasig City**

Operations Manager — *Feb 2024 - Jun 2024*

- Partnered with senior leadership to translate business priorities into structured plans across voice, chat, email, and social support operations.
- Led **45+ staff** and functional leaders across Operations, QA, and Training, helping the site achieve the **#1 RSAT** ranking within four months.
- Introduced scorecards, quality standards, and a zero-tolerance governance process that improved productivity by **up to 40%**.
- Coordinated reporting cycles, project timelines, leadership updates, and high-priority client escalations to support timely decision-making.

Concentrix — **Kuala Lumpur, Malaysia**

Operations Manager - META AR/VR — *Feb 2022 - Feb 2023*

- Led **6-7 Team Leaders** supporting approximately **100-300 staff** and served as a primary liaison between frontline operations, senior leadership, and client stakeholders.
- Built performance dashboards and reporting rhythms that gave leaders clear visibility into KPIs, risks, staffing, and operational priorities.
- Streamlined SOPs, documentation, and delegation practices, improving accountability and consistency across teams.
- Proactively surfaced operational risks and coordinated cross-functional actions to keep leadership priorities on track.

Millennium 1 Solutions **Pasig City, Philippines**
Operations Manager *Apr 2018 - Jan 2020*

- Managed operations for **130-150 associates** across multiple support channels while coordinating client expectations, staffing, scheduling, reporting, and service delivery.
- Delivered executive briefings and operational insights for leadership and client business reviews, translating performance data into clear actions.
- Exceeded client KPI targets at **112%** and improved response times by **40%** through workflow and process improvements.
- Maintained attrition **below 20%** through structured communication, engagement, coaching, and leadership visibility.

Alorica Philippines **Quezon City & Marikina**
Senior Operations Manager -> Operations Manager -> Team Manager -> CSR *Mar 2010 - Jan 2018*

- Progressively promoted through customer service and operations leadership roles based on performance, people leadership, and operational results.
- Led **200-300 agents** and **15-20 leaders**, aligning day-to-day execution with site, client, and executive goals.
- Supported new-program launches in partnership with HR, QA, Training, and Operations, including onboarding, workforce readiness, coaching, and reporting.
- Improved new-hire quality scores by **3%** and accelerated productivity through structured onboarding and performance-management systems.
- Received **Top Operations Manager** recognition in **2016** and contributed to maintaining **#1 site** performance across seven regional hubs.

TECHNICAL SKILLS

Productivity & Collaboration: Microsoft 365, Google Workspace, Excel, Teams, Slack, Zoom, Asana, Trello, Notion, DocuSign, Canva
CRM / Customer Support: Salesforce, HubSpot, Zendesk, Gorgias
E-commerce & Order Operations: Shopify, Blue Cherry, Loop Returns, Route, ShipStation, Stripe, Yotpo, TikTok Shop
AI & Productivity Tools: ChatGPT, Google Gemini, DeepSeek, Fathom
Security / Access: 1Password, LastPass

EDUCATION

Polytechnic University of the Philippines *2005 - 2009*
Bachelor's Degree, Banking and Finance

SELECTED PROFESSIONAL DEVELOPMENT

- Time Management Fundamentals (2025)
- Secrets of Effective Prioritization (2025)
- Gmail Essential Training (2025)
- Google Workspace Hacks: Unlocking Digital Productivity (2025)
- Remote Work Foundations (2025)
- Mastering Project Management with Asana (2025)
- Learning DocuSign (2025)
- How to Boost Your Productivity with AI Tools (2025)
- Agile: It's Not Just for Software (2023)
- Excel for the Web - Microsoft 365 (2021)