



BEAUTY LOPEZ

OPERATIONS MANAGER

CONTACT

✉ beauty.lopez@remotual.com

📍 Imus Cavite, Philippines

PROFICIENCY IN TOOLS

Sales force	● ● ● ● ●
Power BI	● ● ● ● ●
Asana	● ● ● ● ●
Canva	● ● ● ● ●
Google Docs	● ● ● ● ●
Google Calendar	● ● ● ● ●
Google Mail	● ● ● ● ●
MS teams	● ● ● ● ●
MS Excel	● ● ● ● ●
MS Powerpoint	● ● ● ● ●
Zoom	● ● ● ● ●
Outlook	● ● ● ● ●
Qualtrics	● ● ● ● ●

TASK EXPERTISE

- Report Analytics
- Process Improvement
- Engagement Activities
- Retention
- Client Interaction
- Customer Satisfaction
- Public Speaker and Presentations
- Strategic Planning and Visioning
- Work-Life Balance



ABOUT ME

Results-oriented Operations Manager with a background in call center management, specializing in remote work and virtual assistant fields. Proven expertise in optimizing operations, enhancing team performance, and implementing efficient processes. Adept at navigating virtual environments, driving cross-functional collaboration, and exceeding performance metrics.



EXPERIENCE

> **REMOTUAL** DEC 2023 - PRESENT

CUSTOMER SUCCESS OPERATIONS MANAGER

- Help streamline the policies and procedures within the organization.
- Coordinate with project leads and evaluate progress.
- Conduct coaching and development with EA's core tasks and delegation needed.
- Manage Client|EA interaction Connect and build strong bonds with existing and potential clients.

> **ATHENA** OCT 2022 - DEC 2023

OPERATIONS MANAGER

- Manage expectations and onboard new clients.
- Improve tasks and delegation capabilities of EAs.
- Present ups and downs with clients on weekly/monthly performance reviews.
- Process RCA for any issue that may arise in the partnership.
- Collaborate with other leaders on best practices that can strengthen the partnerships.
- Project Management for assigned deliverables may it be within the organization or with the clients.

> **[24]7.AI** JUL 2021- OCT 2022

ENGAGEMENT/OPERATIONS MANAGER

- Provide support and alignment with every client per campaign/account.
- Plan/Create activities for employee engagement.
- Connect/Establish connections with stakeholders.
- Collaborate with different department heads.
- Work closely with procurement and suppliers

> **IQOR PHILIPPINES** MAY 2016 - NOV 2020

OPERATIONS MANAGER

- Manage 180 HC - 12 Team Leaders
- Prepare performance reviews for Client meetings
- Balance performance and engagement across the business.
- Coaching by the behavior - Triad and Shadow Sessions
- Work closely with Upper management on client-servicing tasks and duties per account.
- Business Data Analytics & Create a fun-filled work environment that follows company protocols and compliance asks

> **KMC SOLUTIONS** JUL 2015 - MAY 2016

OPERATIONS MANAGER

- Work closely with the CEO & Provide 24/7 support whenever needed
- Support/Coach leaders within the organization from HR to Operations
- Create a Business Plan for BubbleApple
- Manage Outbound Calling performance across the board



EDUCATION

> **CAVITE STATE UNIVERSITY,** 2009

PHILIPPINES

Bachelor of Arts in Mass Communication