

# JUDY ANN P. BANING

Client Service Team Leader | Virtual Assistant | Operations & Content Support | Executive Assistant  
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## PROFESSIONAL SUMMARY

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Results-driven professional with over 5 years of experience in customer service, leadership, and operations management. Proven ability to lead teams, optimize processes, and enhance client satisfaction. Skilled in appointment setting, client outreach, and CRM-driven communication in fast-paced environments. Recently expanded expertise managing Home Support Workers, including scheduling, client coordination, and performance monitoring. Passionate about driving team success, improving service delivery, and supporting business growth.

## PROFESSIONAL EXPERIENCE

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### **Appointment Setter** | Automotive Company

- Conducted outbound calls and follow-ups to prospective and existing automotive clients to schedule test drives, service appointments, and sales consultations
- Utilized Twilio for call management, SMS outreach, and automated appointment reminders
- Maintained accurate records of leads, appointments, and follow-up schedules in the CRM system
- Coordinated with the sales team to ensure seamless handoff and high appointment show rates
- Achieved consistent appointment targets through effective communication and objection handling

### **Home Support Worker (HSW) Manager**

- Managed and oversaw Home Support Workers, ensuring schedule accuracy and quality service delivery
- Coordinated with clients and staff to maintain high satisfaction and continuity of care
- Monitored attendance, performance, and compliance with company standards
- Handled escalations, last-minute changes, and workforce adjustments with efficiency
- Utilized HubSpot, Dialpad, and Nightingale for communication, scheduling, and client management
- Ensured proper documentation, reporting, and workflow efficiency across operations

### **Virtual Assistant – Operations & Content Support**

- Managed and maintained Google Sheets for tracking tasks, content links, and production progress
- Coordinated with video editors on production timelines and revision cycles
- Organized digital files for streamlined client and team access
- Provided comprehensive administrative and operational support to improve overall workflow efficiency

### **Team Leader – Operations (Inbound & Outbound)** | Concentrix – Nuvali, Sta. Rosa *Feb 2023 – Feb 2026*

- Translated business goals into clear, actionable team targets and performance benchmarks
- Monitored team performance, conducted regular coaching sessions, and delivered constructive feedback
- Improved team productivity and morale through proactive issue resolution and open communication
- Ensured team readiness with proper tools, ongoing training, and timely communication

### **Program Ready Trainer / Team Leader** | Concentrix *Jul 2021 – Jan 2023*

- Led comprehensive training programs and prepared newly hired agents for production floor deployment
- Delivered coaching, performance tracking, and scorecard alignment across the team
- Delegated tasks effectively and monitored progress toward individual and team goals

### **Customer Associate – Subject Matter Expert** | Concentrix *Sep 2020 – Jun 2021*

- Handled customer inquiries, orders, refunds, and complex issue resolution with high satisfaction rates
- Supported team operations as SME and provided real-time floor support to peers
- Consistently recognized for strong performance and promoted to higher responsibilities

### **Store Manager** | Mang Inasal – Imus, Cavite *Oct 2017 – Sep 2020*

- Managed daily store operations, maintained product quality standards, and drove sales performance
- Created staff schedules, assigned daily targets, and supervised team performance
- Trained new employees and fostered a productive, customer-focused work environment

**Teacher** | Pag-asa Social Center – Tagaytay *Mar 2014 – Jul 2017*

- Facilitated learning and holistic development of students in an educational setting
- Designed and implemented engaging educational activities tailored to diverse learning needs

## CORE COMPETENCIES

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- Team Leadership & People Management Appointment Setting & Lead Generation
- Client Relationship Management Scheduling & Workforce Planning
- Operations & Process Improvement Customer Service Excellence
- Administrative & Executive Support Communication & Conflict Resolution
- Data Tracking & Reporting CRM & Digital Tools Proficiency

## TOOLS & TECHNOLOGY

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- Twilio HubSpot
- Dialpad Nightingale
- Microsoft Teams Outlook
- Google Sheets MS Office Suite
- Zoom Canva
- ChatGPT Copilot
- CapCut Genially

## EDUCATION

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### Bachelor of Elementary Education

Rogationist College • 2010–2014

## REFERENCES

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*Available upon request.*