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Top Skills

Job Simulations
Booking Systems
Inbound Sales

Languages

English (Professional Working)

Certifications

Ibex Essential Leadership Training
Collaborating with Microsoft 365
Optimizing Your Work with Microsoft 365
Getting Started with Microsoft 365
Leadership Training

Honors-Awards

Ibex R.I.T.E Awards 2021
V.I.P
ADP Core Value Award

Publications

Guest Speaker

Jerwin Lumpay

Office Administration | Customer Experience | Compliance & Operations Specialist

Dubai, Dubai, United Arab Emirates

Summary

Highly organized professional with over 10 years of experience across Office Administration, Compliance, and Customer Service Operations. Proven track record in managing complex documentation such as I-9 and E-Verify processes, overseeing high-volume front-desk operations, and leading teams of 10–15 agents to exceed business KPIs. Expert in CRM/ERP systems and Microsoft 365, with a dedicated focus on operational efficiency and maintaining high-standard office environments.

Experience

PurpleDesk

Front Desk Representative - Remote
May 2025 - Present (1 year)

United States

Provides phone-based support for guest inquiries, ticketing, party bookings, and memberships. Manages booking schedules, verifies reservations, and escalates issues when required. Delivers fast, reliable frontline service with a steady, professional approach. Trained and supported new hires on processes and resources. Handled 10,000+ calls with a 3:41 AHT and contributed roughly USD 80K in bookings, upgrades, and add-ons.

ADP

Client Services

September 2022 - March 2025 (2 years 7 months)

Makati, National Capital Region, Philippines

With hands-on experience supporting major U.S. clients such as Sodexo, Randstad Staffing (Internal & External), and Siemens Energy, I specialize in ensuring the accurate and timely completion of Form I-9 for both clients and new hires. I guide and support employees throughout the USCIS documentation and E-Verify process, maintaining full compliance with federal requirements. I am responsible for maintaining detailed, audit-ready

compliance records, overseeing the entire E-Verify workflow, and resolving any discrepancies swiftly and efficiently.

I consistently stay up to date with evolving immigration and employment regulations, provide regulatory training when needed, and ensure all processes are handled with the utmost attention to data privacy, confidentiality, and legal accuracy. My work helps organizations mitigate compliance risks while fostering smooth and secure onboarding operations.

ibex

Customer Service Team Lead

April 2018 - August 2022 (4 years 5 months)

Philippines

I began my career as a Customer Service Agent, progressed to Subject Matter Expert, and was promoted to Team Leader, managing a team of 10–15 agents supporting major U.S. clients such as GoDaddy and AT&T. During the pandemic, I successfully led my team both onsite and remotely, and we were recognized as the Top Team in Q1 2021.

I monitored performance through Monthly Business Reviews, tracked key metrics like call handling time and customer satisfaction, and developed action plans to drive continuous improvement. I provided coaching, managed escalations, conducted training sessions, and collaborated with stakeholders to enhance processes and results. My dedication and leadership were recognized when I received the company's prestigious VIP Award for 2021, honoring high-performing employees with outstanding performance across all Philippine sites.

ResultsCX

Sales Associate

November 2016 - March 2018 (1 year 5 months)

Ortigas

Responsible for engaging customers through inbound and outbound calls, providing information about our telecom products and services. I identified customer needs, recommended tailored solutions, and upsold services to meet sales targets. My role required strong communication skills, the ability to build rapport quickly, and a commitment to delivering exceptional customer service. I effectively handled inquiries, resolved issues, and contributed to a positive team environment, helping drive overall sales success.

Sutherland

Customer Service Representative

April 2015 - October 2016 (1 year 7 months)

Philippines

Managed merchant disputes and chargebacks, ensuring strong transaction defense with financial institutions. Delivered end-to-end financial account support, including refunds and real-time transaction monitoring. Resolved payment processing issues and customer concerns with precision, maintaining accuracy, compliance, and timely execution of financial requests.

TESDA: Technical Education and Skills Development Authority

Executive Administrative Assistant - PSAA INTERNATIONAL

ACADEMY INC

March 2012 - March 2015 (3 years 1 month)

Philippines

As Executive Assistant to the President of a Tech-Vocational school, I managed the President's calendar using Microsoft Outlook and Google Calendar, arranged meetings and travel, and organized school events like graduations. I handled office administrative and secretariat tasks, including answering calls, making calls to TVET school heads, and managing files through OneDrive and Google Drive.

I served as the office point of contact in the President's absence, prepared meeting minutes, and coordinated with TESDA officials and partner schools. I'm skilled in task management, remote work, and communication tools like iMessage, Viber, and Facebook Messenger, with strong phone etiquette and the ability to work with minimal supervision.

Education

Concordia College - Paco, Manila

Bachelor's degree, Business Administration and Management,

General · (2010 - 2014)