

JERWIN LUMPAY

Office Administration | Customer Experience | Operations Specialist
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PROFESSIONAL SUMMARY

Highly organized and versatile professional with over 10 years of experience in Office Administration, Compliance, and Customer Operations. Proven track record in managing high-volume front-desk operations, executive-level support, and leading teams of 15+ agents to exceed KPIs. Expert in navigating complex CRM/ERP systems and AI-driven productivity tools to optimize operational efficiency.

CORE COMPETENCIES

- Administration: Executive Support, Calendar Management, Travel Coordination, Meeting Minutes.
- Operations: E-Verify/I-9 Compliance, Workflow Optimization, Resource Allocation.
- Customer Experience: Escalation Management, Inbound/Outbound Sales, Multi-channel Support.
- Leadership: Team Coaching, Performance Monitoring (AHT, CSAT), Business Reviews (MBR).

TECHNICAL PROFICIENCIES

- CRM & Sales: Salesforce, Roller (POS/Inventory), OPUS, Telegence.
- Operations & Project Management: JIRA, Monday.com, AWS (Amazon Workspaces), Calabrio (WFM).
- Communication & Systems: WhatsApp, Avaya/OneX, RingCentral, GenCloud (AI Phone System), CEH Hub.
- AI & Productivity: MS Tools and Microsoft 365 (Expert), Google Workspace, ChatGPT, CoPilot, Grammarly, Otter.ai.
- Design & Collaboration: Canva, CapCut, Slack, Zoom, Webex, Microsoft Teams.
- Data Analysis: Tableau (Visual Reporting).

PROFESSIONAL EXPERIENCE

Purple Desk | Front Desk Representative | Dubai, United Arab Emirates | May 2025 – April 2026

- Manage end-to-end booking schedules, ticketing, and memberships using Roller CRM.
- Handled 10,000+ calls with an Average Handle Time (AHT) of 3:41 while contributing \$80K in revenue.
- Train new hires on operational resources and internal booking processes.

ADP | Client Services & Compliance Specialist | Sept 2022 – March 2025

- Oversaw USCIS Form I-9 and E-Verify compliance for major US clients including Sodexo and Siemens.
- Maintained audit-ready records and resolved documentation discrepancies swiftly.
- Mitigated legal risks through meticulous data privacy and regulatory adherence.

ibex | Customer Service Team Lead | April 2018 – August 2022

- Promoted from Agent to Team Lead, managing 10-15 staff for GoDaddy US and AT&T US accounts.
- Awarded VIP Award 2021 and Top Team Q1 2021 for outstanding performance metrics.
- Conducted performance coaching and action planning based on data-driven business reviews.

ResultsCX | Sales Associate | Nov 2016 – March 2018

- Engaged customers through inbound and outbound calls to provide US leading telecom product information.
- Identified customer needs and recommended tailored solutions to meet sales targets.
- Resolved inquiries and built quick rapport to drive overall sales success.

Sutherland | Customer Service Representative | April 2015 – Oct 2016

- 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 with precision, maintaining accuracy and compliance.

PSAA INTERNATIONAL ACADEMY INC | Executive Administrative Assistant | March 2012 – March 2015

- Provided high-level support to the President, managing complex calendars and international travel.
- Acted as the primary point of contact for government officials (TESDA) and partner institutions.
- Streamlined digital filing systems using OneDrive and Google Drive for remote accessibility.

EDUCATION

Bachelor of Science in Business Administration & Management Concordia College – Manila, Philippines

CERTIFICATIONS & AWARDS

- Ibex Essential Leadership Training | Microsoft 365 Optimization Certifications
- ADP Core Value Award | Ibex Core Value R.I.T.E VIP Award (**R**espect. **I**ntegrity. **T**ransparency. **E**xcellence)