THEODORE M BISNAR JR

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PROFILE

A Multi-faceted Sales Professional with a demonstrated history in Key Account Management, Distribution Management, Business Development, Field Execution, Leadership & People Management, Contact Center Operations, Virtual Management, Client & Customer Experience Management, and Process Management. Garnered my bachelor's degree in Business from Ateneo de Davao University. My corporate journey started withthe business process outsourcing industry with a progressive seven (7) year experience in service delivery with expertise in technical support, quality assurance, operations, and contact center management. Years after, I transitioned into the FMCG industry with key focus in Sales and Retail Management. I was a former Sales AccountSpecialist for almost two (2) years in San Miguel Foods Incorporated (*a subsidiary of San Miguel Corporation*) under the Prepared and Package Food Business division handling several accounts in general and modern trade.

PROFESSIONAL EXPERIENCE

Key Accounts Manager | Sales & Distribution
Pascual Consumer Healthcare Corp.
June 2021 – Present (10 months)

- Key Account Management |Trade Marketing Management | Business Development

Operations Manager | Regional Distribution
8telcom Inc. | Smart Communications, Inc.
Feb 2021 – May 2021 (4 months)

- Oversee and maintain overall operational efficiency of provincial distributors across Davao Region (AOR)
- Establishes cordial partnership with distributor partners; Be able to reinforce marketing plans & programsthat would impact revenue growth (VDMPC Concept)
- Distribution and retail management by ensuring stock availability and market dominance of SMART products

Sales Account Specialist | Modern Trade
San Miguel Foods Inc./ Prepared and Package Food Business
Aug 2020 – Jan 2020 (6 months)

- Key Account Management
- Business building with account stakeholders-
- Facilitate on initiated promotional & trade marketing programs per account with timely execution
- A/R Management: Liquidations, recon on invoices/transmittals, and the like

Junior Sales Account Specialist | General Trade
San Miguel Foods Inc./ Prepared and Package Food Business
Jul 2019 - Jul 2020 (1 year 1 month)

- Monthly call planning procedures by preparing outlet scheduled call lists (SCL), call sheet forms for booking purchase orders, and volume build planning
- Manages business engagements with partner distributor and key account dealers by building and contending good business relationship with store owners, purchasers, and merchandisers
- Manages SKU supply efficiency per outlet by maintaining and adhering with inventory control objective

Property Manager (VA) - Property Rentals Management & Real Estate (USA & CA)
Valorton Management Inc.
Oct 2018 - Jul 2018 (9 months)

- Act as property manager / VA for the client
- Manages property listings via online property listing platform: Airbnb, Booking.com, Craig's List
- Manages admin works such as tax documents, billing rentals and the like

Team Manager | Lead - Service Delivery
Concentrix
Jun 2016 - Aug 2017 (1 year 3 months)

- Carry out need's assessments and performance reviews
- Manages internal-OP dashboard for team performance and visibility
- Setting and meeting performance targets for speed, efficiency, sales and quality

Senior Technical Support Specialist - Service Delivery
Concentrix
Jun 2016 - Aug 2016 (3 months)

- Assumed position of Team Lead role
- Carry out Team Lead tasks such as team management, implementing action plans and initiate coaching assessments
- Provide visibility on agent's metric performance by providing real-time data by using internaldashboard module

Quality Assurance Specialist - Transaction
Concentrix
Sep 2012 - Jun 2016 (3 years 10 months)

- Perform transactional audit for inbound and outbound calls
- Conduct Sales and Management coaching
- Analysis on customer dissatisfaction survey ratings

Technical Support Representative
Concentrix
Oct 2010 - Sep 2012 (2 years)

- Process calls from US, Canada, United Kingdom, and Australia & New Zealand.
- Performed technical troubleshooting on networking products which includes hubs, switches, media streamingunits, routers, modems and gateways both for home & business use
- Proficient in using case tracking system (CTS) database [client-business tool]

EDUCATION

ATENEO DE DAVAO UNIVERSITY
Bachelor's Degree in Business Management
2015 – 2018

- Completed an industry thesis study on customer preferences of selected logistics service providers in Davao City
  ~Recognized as best research paper A.Y 2017-2018

CERTIFICATIONS

Advance Microsoft Excel Training Course – Gardner College
Issued Feb 2022

L.E.A.P: Leadership Enhancement and Advancement Program - Concentrix
Issued Jan 2014

Sales Management & Coaching (E.A.S.T.) Training - Concentrix
Issued 2013

Certificate of Completion: SAP® Business One - Fast-track Solutions

RELEVANT SKILLS

- Key Account | Vendor Management
- Business Development
- Sales & Marketing
- Negotiation & Execution
- Distribution Management
- Contact Center Management
- People & Client Management
- Virtual Management
- Technical Support
- Customer Service
- Microsoft Office
- Training & Quality
- CRM management
- Social Media Management

AWARDS & RECOGNITIONS

Excellence in Service & Supply Chain Management | Pharmacy Business Category under NCCC-HB1 Group of Companies
Feb 2022

Most Improved Supplier | Pharmacy Business Category under NCCC-HB1 Group of Companies
Feb 2022

Club Outstanding: Second Quarter of 2012 (Performance Award): SYNNEX-Concentrix Corporation
Sep 2012

QA Top Performer Award: Concentrix: A Business Services Company
Jun 2014

The Metriculon™ Award (Performance Award): NETGEAR® Inc.
Jul 2012

Blue Knight Sui Generis Award (Academic Award): Ateneo de Davao University
Mar 2018

Outstanding Community Project Award (Socio-Academic Award): Ateneo deDavao University | Arrupe Office of Social Formation
Mar 2018

REFERENCES

Available upon request