



Sherwin Villaflores
Client Account Manager
SCALABLE OS CORP.

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Experience

11 years of total experience

Mar 2022 - Present

Client Account Manager
SCALABLE OS CORP.

Industry	Computer / Information Technology (Hardware) SMB
Specialization	IT/Computer - Network/System/Database Admin
Role	Account Management
Position Level	Supervisor / 5 Years & Up Experienced Employee

I am responsible for managing the relationship between NSI and our clients.

Strategic work:

1. Learn the NSI service offering (managed service, proactive service, network service, backup service, disaster recovery service).
2. Learn internal NSI process such as technical audits, support and project management process and vendor management.
3. Ensure NSI clients maximize the value of our services.
4. Help define NSI educational standards based on client feedback and requirements.
5. Use data gathering tools to analyze and manage the client account while demonstrating value.
6. Demonstrate a degree of knowledge of technical aspects of the products/services and how they are used by our clients.
7. Show continuous learning as it relates to industry changes and educate clients with a focus on client and NSI success.
8. Initiates customer relationships and builds trustworthy and dependable relationships through exceptional customer service.
9. Reviews engineer findings and facilitates internal alignment on recommendations and remediation requirements.
10. Serves as the primary point of contact for customer service issues.
11. Shares knowledge with team members and encourages others to do the same.
12. Effectively communicates within the team, the company, and clients.
13. Appropriately escalates issues to team members, NSI management or technical support.
14. Promotes knowledge sharing and efficiency through accurate and complete case notes, project notes, etc.
15. Works effectively in a team environment

May 2021 - Mar 2022

Customer Success Specialist

Vonage | National Capital Reg, Philippines

Industry Telecommunication SMB
Specialization Admin & Operations
Role Account Management
Position Level Assistant Manager / Manager

1. Customer Account Management
2. Sales Support
3. Order Processing
4. CRM and Data Management (Salesforce and Zoho)
5. Legal Notices and Contract Review
7. Scope of Work Creation
8. Processing Disconnect Request
9. Contract Renewal

Jul 2020 - May 2021

Customer Success Specialist

CPOA Global Inc. | National Capital Reg, Philippines

Industry Telecommunication SMB
Specialization Sales - Corporate
Role Management

1. Customer Account Management
2. Contract Renewal and Upgrade
3. Dedicated Customer Service (Billing and Technical)
4. Upselling and Growth
5. Vendor and Channel Partnership
6. Sales Support for Acquisition Team
7. Reporting Weekly/Monthly Sales Funnel
8. Post Sales Client Support and Onboarding
9. Project Management Liaison
10. Proactive Meeting With Clients to do New Product Demo

Jan 2020 - Jun 2020

Junior Team Lead

CPOA Global Inc.

Industry Telecommunication
Specialization Sales - Corporate
Role Supervisor/Team Lead

1. Managing Sales Team
2. Onboarding New Hires
3. Qualifying Sales Submitted by the Team Members
4. Reporting Weekly Team Performance
5. Providing Training to the Sales Team (New Products, New Policies, and Review of Existing Products and Processes)
6. Creating Team and Individual Improvement Programs
7. Helping the Team Approach New Sales Strategies
8. Monitoring Attendance
9. Partnering Team Members with Outside Sales Partners to Maximize Sales Opportunities
10. Hosting Daily Huddles, Team Coaching and Individual Coaching

Aug 2017 - Dec 2019

Account Development Manager

CPOA Global Inc | National Capital Reg, Philippines

Industry Telecommunication SMB
Specialization Sales - Corporate
Role Sales Executive/Account Manager

We monitor trends with companies and can recommend solutions within your industry with some of the offerings below:

1. Network Services - VPN, Ethernet, High Bandwidth, SDN/NFV, Dedicated Internet, High-Speed Internet, AT&T Wi-Fi, and Network Professional Services.
2. Mobility Services - End-to-end mobility solutions that enable agile business operations.
3. Enterprise Mobility Management - Control, maintain, and protect your mobile devices, applications, and services. Improve productivity. And meet your growing demand for anytime, anywhere access to information.
4. Voice and Collaboration - Voice and VoIP Communications, Unified Communications, Video/Web/Audio Conferencing.
5. Internet of Things (IoT) - Vehicle Solutions, Asset Management, Smart cities, and Professional Services.
6. Cybersecurity Services - Threat Management, Firewall Security, Web Security, E-Mail Security, Cybersecurity Consulting, Enterprise Mobility management.
7. Cloud - Collocation Services, Cloud Networking, Content Delivery Network, Cloud Disaster Recovery, Virtual Data Center, Cloud Content Management.

Oct 2016 - Jun 2017

International Account Manager

Mediatel Office Support Philippines Inc. | National Capital Reg, Philippines

Industry Telecommunication SMB
Specialization Sales - Corporate
Role Sales Executive/Account Manager

1. Vendor and Channel Partner Relations
2. Data Management
3. Sales
4. Customer Service and Account Management

Jul 2016 - Oct 2016

Marketing Executive

Inform Group Marketing Agency

Industry Consulting (Business & Management) SMB
Specialization Marketing/Business Development
Role Market Research

Mar 2015 - Jun 2016

Senior Customer Service Representative

Convergys Philippines Services Corporation | Philippines (Concentrix)

Industry Call Center / IT-Enabled Services / BPO
Specialization Sales - Retail/General
Role Sales Executive

Nov 2012 - Nov 2013

Sales Associate

Stream Global Services (Concentrix)

Industry	Telecommunication SMB
Specialization	Sales - Telesales/Telemarketing
Role	Telesales Consultant

Education

2024

University of the Philippines

Bachelor's/College Degree in Humanities/Liberal Arts | Philippines

2014

Southern Luzon State University

Bachelor's/College Degree in Engineering (Civil) | Philippines
3rd Year College

Skills

Advanced

Sales Management, Sales, Account Management, CRM Management, Team Management, Microsoft Tools, Operation Management, CRM

About Me

Age

29 years

Address

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Nationality

Filipino

References

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