

ALEMAR BETITO, MBA, CLSSYB, CHP, CMP



 Lancaster New City Zone 2,
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PERSONAL DATA

Date of Birth
24 March 1982

Place of Birth
Naga City, Camarines Sur

Civil Status
Married

Education

PhD Business Management - Strategy Management

(Dissertation)

Philippine Christian University
Manila, Philippines

MBA

Philippine Christian University
Manila, Philippines

Bachelor of Science in Business Administration major in Management
CAP College Foundation, Inc.

BSEd (30 Units)

St. Vincent College of Cabuyao
Cabuyao, Laguna, Philippines

Lean Six Sigma

Process Doctors Academy
Taguig City, Philippines

International Diploma in Advance Research

Saint James University, PA, USA

PERSONAL PROFILE

For the organization's long-term development, establish ideal connections through persuasive and engaging communication that is both effective and professional. An opportunity to refine and develop my interpersonal skills while also learning new things that will help me develop professionally and personally. I am looking for a position where I can use my planning, organizing, and attention to detail skills to maximize customer service and business profitability while empowering employees.

WORK EXPERIENCE

Director - Quality Assurance and Accreditation Office

Paranaque City College
Paranaque City, Philippines
July 2023 to Present

Responsible for ensuring the efficient implementation and support of academic standards and the promotion of excellence within the educational institution. This entails overseeing several facets of academic quality assurance, such as the endorsement, surveillance, and assessment of courses.

College Faculty - STI College

Dasmariñas City, Cavite, Philippines
September 2022 to July 2023

Teaching a minimum number of graduate courses, assisting in the development of course materials, supervising postgraduate students, regularly publishing journal articles, serving on committees, attending conferences, writing grant proposals, delivering presentations, and performing other administrative duties are all required.

Senior High School Faculty

St. Vincent College of Cabuyao
Cabuyao, Laguna, Philippines
July 2020 to June 2022

Educating students for evaluations, examinations, lectures, projects, and other types of assessments. Setting evaluations on procedures while providing students and parents comments and reports. Engaging in personnel and parent conferences to make helpful suggestions or talk about concerns. Getting to know students, staff, and parents while establishing performing duties connections with them.

Insurance Broker

Makati City, Philippines

(No Employee-Employer Relationship)

August 2018 to Present

Marketing insurance plans to new and existing clients. Assessing risk and identifying the optimal plans and strategies for every client. Scheduling and attending meetings with clients and insurance companies. Keeping and maintaining client transaction and information records. Acting as a liaison between insurers and clients and negotiating final contracts. Understanding and effectively communicating the provisions of each policy. Providing insurance advice to clients and resolving any complaints. Managing administrative responsibilities, such as documents, payments, and renewals. Building relationships between new consumers and insurance companies.

Client Service Manager

Claims and Provider Services

West Contact Services, Inc. (United Healthcare, USA)

Makati City, Philippines

May 2013 to June 2018

Utilizing the assistance of the marketing team to reach new customers. Developing and maintaining a communication platform with clients. Increasing communication between departments. Inspiring customer loyalty and loyalty. Workshops and presentations on customer service. Observing and measuring customer satisfaction. Interacting with multiple departments regarding client inquiries. Developing relationships with clients and ensuring their requirements are met while interacting with them. Creatively conceiving methods to provide an exceptional customer experience. Developing and directing the execution of client service protocols.

Customer Service Manager

Auto Insurance and Home Insurance Department

Sykes Asia, Inc. (Metlife, USA)

Makati City, Philippines

January 2011 to February 2013

Worked together with sales and service divisions to develop proactive adjustments based on customer input, resulting in a significant decrease in complaints. Audited documentation for mistakes and reports for review and action. Communicated customer call patterns to management for team efficiency and success. Engaged clients in dialogue to identify needs and overcome concerns using persuasive approaches. Consistently exceeded performance expectations by keeping calmness and call control throughout difficult circumstances. For plan eligibility, validated application facts such as job history and financial documents. Acquired expertise in firm goods, systems, and policies to provide professional assistance to customers. Used a thorough strategy to resolve customer service concerns, removing obstacles and implementing concrete solutions. Customer inquiries about goods, services, and corporate information. To prevent hold times, answered consumer calls quickly. Developing quality assurance rules for the company. Educating employees about quality assurance methods and laws. Managing quality assurance processes and people.

Customer Service Manager

Raffles Hotel (5* Hotel)
Dubai, United Arab Emirates
June 2008 to November 2010

Optimized productivity, accuracy, and optimistic service through training and mentoring team members. Assessment of associate-customer interactions for employee performance and satisfaction. Created and adjusted work schedules to accommodate employee changes and workloads. Collaborated with personnel to develop customer service strategies and exceeded team objectives. Addressed frequently occurring and long-standing client issues to foster corporate loyalty. Analyzed client input to create new plans and remedial actions. Monitoring and correcting variations kept financial records accurate, current, and compliant. Quality assurance guidelines for the company. Staff training on quality assurance standards. Responsible for overseeing QA methods and people.

Marketing Manager

McDonalds International
Riyadh International Catering Corporation
Riyadh, Kingdom of Saudi Arabia
June 2002 to April 2008

Rearranging displays to highlight new goods and promotions. Fostered professional growth and talent development for associates to enhance performance. Used performance data to assess operations, target business conditions, and predict requirements. Monitoring, measuring, and regulating costs reduced firm spending and fulfilled budget goals. Regularly met or exceeded corporate objectives via staff participation and proactive planning. Managed opening and closing routines and suggested improvements to daily efficiency. Reviewed performance data to track productivity, target progress, and activity levels. Investigated market flows to predict seasonal changes and customer requirements. Assisted team members in providing courteous, competent service via proactive monitoring and corrective action measures. Maintaining security and gently handling issues. Taught team strong upselling and cross-selling strategies. Inform product developers of desired features. To ensure timely and accurate demand prediction fulfillment. To ensure customers get sufficient product documentation, training, and support.

Short Courses

Saint James University
Pattsville, Pennsylvania, USA
November 2021

Courses: Research Process Course / Presentation Skills Course / Prespring Publishable Article Course / Review of Related Literature Course / Tools in Conducting Research Courses / Conducting Action Research / Quantitative Research Course / Qualitative Research Course

BOOK PUBLICATION

EDITOR

EDUHEART Book Publishing

Management in Business & Academic Settings: The Journey to Transformative Leadership

ISBN: Softbound/Paperback 978-621-8321-13-7; PDF 978-621-8321-14-4

EDITOR

EDUHEART Book Publishing

Strategic Management: An Empirical Handbook for Students and Professionals

ISBN: Softbound/Paperback 978-621-8321-20-5; PDF 978-621-8321-19-9

INTERNATIONAL PUBLICATION

Exploring the Dynamics of Educational Research, Policy, and Practice: Enhancing the Power Triangle of Innovative Education for Improved Educational Outcomes

ISSN: 2324-7649 (Print) ISSN: 2324-7657 (Online) Volume 18 No. 2, 202

AFFILIATION

Licensed (Traditional Life Insurance)

Insurance Institute for Asia and the Pacific, Inc.

2018 - Makati City, Philippines

Licensed (Variable Life Insurance)

Insurance Commission of the Philippines

2018 - Manila, Philippines

SIX SIGMA Yellow Belt– Process Doctors Academy

2020 – Manila, Philippines

Member

International Organization of Educators and Researchers, Inc.

Member

National Book Development Board – Editor

CR No. 6222

AWARDS

Dangal ng Lahi Awards 2023

Outstanding Professor and Innovative Professional Insurance Broker of the Year

Asia's Humanitarian Hero Awards 2023

A Man of Multifaceted and Most Outstanding Management Professional and Educator of the Year

CHARACTER REFERENCES

Dr. Jay A. Sario, MPA, DBA, CA, FBE
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