

## **Jay C. Quinto**

Surigao City 8400 Philippines

Mobile: +63910 551-0390

Email: djcquinto@gmail.com

### **Qualification Summary:**

Exceptional customer service, sales, telemarketing and management skills, has a combination of more than 18 Years of relevant experience respectively in the Business Process Outsourcing and Sales and Marketing Industries. Encompass high level of organization, time management expertise, ability to form strong working relationships with clients thru excellent team-working and negotiating skills. A Proactive, Self-starter, action and detail-oriented proven effective strategic and resource planner, tactical emphasis on customer experience, quality management, workforce planning, employee retention, coaching, and training with strong analytical, problem-solving, and decision-making skills; a college degree holder, proficiency in Microsoft Office software systems (Word, Excel) and ability to easily learn new software programs.

### **Professional Experience:**

#### **John 3:16 Transport LLC / Blue Fenix Transport LLC (Carrier)**

402 Sunny Brook Terrace #828 Gaithersburg, MD 20877 USA

18047 Beach Blvd Suite 1046 Huntington Beach CA 92648 USA

August 2023- Present

Job Role: Operations Manager

- Primary role is to oversee the entire daily outsourced remote operations between the admin, sales reps for shippers and carriers' divisions and ultimately secure smooth functioning Auto Transportation services to all clients.
- Answer inbound phone calls directly from shippers nationwide, auto dealers, owners and company managers regarding partnership or opening an account for multiple vehicle transportation and repeat or scheduled transport assignments.
- Ensure compliance with the regulatory agency guidelines and standards at par with the US Auto Industry
- Develop new strategies, research and training to other employees
- Create check for payments directly to clients and payroll.
- Handles complaints and feedback from both clients and carriers
- Reports directly to the owner
- Available 24/7 to assist either colleagues or client calls

#### **Tiger Auto Transport LLC**

903 Montauk Hwy Copiague, NY 11726 USA

June 2023 – August 2023

Job Role: Logistics Manager (*Same as below*)

#### **Prestige Auto Transport LLC**

12906 SW 133rd Ct SUITE A, Miami, FL 33186 USA

January 2022 – March 2023

Job Role: Logistics Manager

- Primary role is to serve as a liaison between shippers and carriers and secure the Auto Transportation
- Perform cold/warm calling, process leads/provide quotes to customers
- Maintain excellent communication with all parties, open communication with customers and follow through with all issues.
- Negotiate rates and pursue margin goals.
- Dispatch drivers to include all pertinent information to ensure pickup and delivery on time.

- Plan and coordinate pick-up and delivery schedules.
- Tracking status of orders.

### **Q Auto Transport LLC**

1451 W Cypress Creek Rd Ste 300, Fort Lauderdale, FL 33309 USA

March 2021 – December 2021

Job Role: Logistics Manager

- Perform Quotation, Booking & Dispatching of vehicles thru the dedicated transport CRM system.
- Generating new business by making outbound calls, following up with leads through emails and SMS
- Maintain accurate and up-to-date records of all sales activities, customer interactions, and progress in our CRM system
- Identify and understand client needs answer queries, and provide additional information about transporting their vehicles
- Responsible in overall Inbound and Outbound Sales activities of the company

### **Pro Pest Control Brisbane**

66 Hope Street, South Brisbane, Queensland, 4101 Australia

October 2018 – February 2021

Job Role: Sales Manager

- Responsible in overall Inbound and Outbound Sales activities of the company
- Receives service inquiries thru email and inbound calls from commercial and household clients and converting into sales.
- Researching potential business to business clients across the state of Queensland.
- In charge of answering daily business emails, writing quotations and managing client profiles.
- Training new company employees and assisting service technicians onsite
- Reports directly to the owner

### **Home-Based/Work from Home (Established an online full grown Outsourcing Company)**

Surigao City, Philippines

(August 2016 – September 2018)

Positions Held: Business Development Manager / Co-owner and Business Partner

- Develop and plan how to reduce cost of operations and suggest outsourcing or Business Process Outsourcing options offshore to various US, European and Australian based companies.
- Business Development, Recruitment and Training
- Virtual Back Office support
- Administration and Operations
- Working as Independent Contractor doing cold calling and inquiries to any potential small to mid-sized business worldwide encouraging them to outsource and take advantage of its benefits.
- Campaign endorsement to local call centers to continue larger operations requirements.

### **Mars Freights**

Building 225, Office 52, Rd No 2805, Manama, Kingdom of Bahrain

February 2016 – July 2016

Job Role: Logistics Agent

- Provide one stop shop for shipping package that gives a comprehensive service covering trucking, warehousing, LCL and FCL consolidation, and packaging.
- Shipping & Freight Forwarding document processing and port/site inspection if needed.

### **Future Energy Systems**

(Futurasmus KNX Group)

Al Rossais Tower, Diplomatic Area P.O Box 15111 Kingdom of Bahrain

October 2015 - January 2016

Job Role: Marketing Executive – Business Consultant Duties:

Responsible in searching new business prospects and identifying potential new clients

Perform activities such as:

In depth current market analysis and observation of current trends about ELV Systems and how to incorporate new line of business to the said market.

- Provide competitive analysis on various companies' market offerings, identify market trends, Pricing/business models, sales and methods of operation
- Remain fully informed on market trends, other parties researches and implement best practice Compile and analyze statistical data using modern and traditional methods.
- Perform valid and reliable SWOT analysis
- Making presentations and recommendations to the owner.

### **Shaheen Group of Companies**

(Awal Products, Gulf Services, Gypsum Products, Shaheen Electromechanical)

Mina Salman Industrial Area, P.O Box 405 Kingdom of Bahrain

March 2013 – September 2015

Group Sales & Marketing Associate Duties:

Responsible in the company's in-house business marketing/research department,

The Business Marketing/Research Department Sales & Marketing Associate role consists of the following Responsibilities;

- Perform technical review and evaluation of requirement package (checking completeness of Specifications, identify source, market research documentations, etc.)
- Perform market research using tools currently available such as internet (web exploration), Publish catalogues or magazine and past performance or previous stored office data.
- Communicate a certain requirement with the prospective clients.
- Responsible in receiving and registering all inquiries for the entire group of companies Corresponding with customers Email, Fax and Phone Inquiries.
- Preparing Quotations, Invoices, Receipts, and Purchase Orders on the ERP System Follow up on Receivables and due pending Payments from existing clients.
- Document Controller, Book Keeper, and Responsible in sending out Quotations to clients Procurement & Purchasing construction materials abroad.
- Works as Executive Admin Assistant, making monthly reports and reports directly to the Group General Manager and CEO.
- Liaising with managers to ascertain the business objectives and to what needs to be achieved.
- Planning, implementing, controlling, analyzing and reporting on the information gathered.
- Conducting in-depth data analyses using traditional and advanced methods.
- Making presentations and recommendations to the client.
- Conduct Surveys and post project feedbacks from the clients and prepare relevant reports.

### **B.P.O - Business Process Outsourcing / On Site or Office Call Center Industry Experiences**

#### **Acquire Asia Pacific Pty. Ltd**

Head Office - St Kilda Rd, Central, VIC 8008 PO Box 6097 Australia

Philippine Office - LG-C Left Wing Lower Ground Floor, Worldwide Corp. Centre, Shaw Boulevard, Mandaluyong City Philippines

(April 2012 – March 2013)

Position Held: Call Center Agent - Outbound Sales Specialist

Account Handled: DODO Australia – Australia’s 2nd Largest Telecommunications Company

Job Description:

- Performed outbound sales calls to existing Australian B-C (Business to Consumer) clients.
- Cold calling / Sales and Telemarketing
- Product/ Service Up selling

**Terrapinn Pte Ltd**

1 Harbourfront Place #18-01 Harbourfront Tower 1 Singapore 098633

(April 2009 – August 2011)

Positions Held:

2nd Position Held: Operations Service Manager

1st Position Held: International Account Executive

- Key responsibilities, to manage customer relations and after-sales experience
- Maintaining customer satisfaction standards and expectations
- Handling customer inquiries, managing service teams
- Lead and Motivate the sales team, provide immediate solutions to issues, suggest resolutions

**Ace in Touch Inc.**

(Suite 2204 Prestige Tower F.Ortigas Jr Ave, Ortigas Center, Pasig City, Philippines)

(January 2008 – March 2009)

2nd Position Held: Shift Manager + Operations Manager

1st Position Held: Call Center Agent - Senior International Sales Representative

**One World Connections Inc.**

(31st Floor, Wynsum Corporate Plaza, F.Ortigas Jr Ave,Ortigas Center, Pasig City, Philippines)

(April 2006 - December 2007)

Position Held: Call Center Agent - Tele-Sales Representative

**Winsource Solutions Inc.**

(14th Floor, Robinsons Cybergate Tower 1, Pioneer St., Mandaluyong City, Philippines)

(January 2006 - March 2006)

Position Held: Call Center Agent

**SVI Software Ventures International Connect Inc.**

(9th floor, JMT Building, ADB Avenue Ortigas Center, Pasig City, Philippines)

(March 2005 - December 2005)

Position Held: International Call Center Agent

**Education:**

Philippine Maritime Institute Colleges Q.C

June 2000 – March 2003

Tertiary Education: College Level Graduate

Degree: Bachelor of Science Major in Marine Transportation (B.S.M.T)

**Character References:**

Available upon Request

I hereby certify that all information above is true and correct to the best of my knowledge and belief.

Applicants Signature