

# JEMMA CAPONPON MALIGO

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## Work experiences

### Delivery Hero Malaysia

*Sept 2022 - present*

#### Client Relations Officer

foodpanda (part of Delivery Hero) is the leading global online food delivery marketplace, active in 12 countries. The company enables restaurants to become visible in the online world and provides them with a constantly evolving online technology.

- Ensuring the execution of the Performance Documentation through a monthly program making the BPO performance at par.
- Taking lead for working on the monetary chargeback for all BPOs with fraudulent transactions.
- Assisting with the BPO monthly hours validations and liaising with the Finance team to ensure invoices are sent and paid on time.
- Responsible for closing escalations made by internal teams or local stakeholders to partner BPOs.
- Continuously setting up sessions with potential BPO partners to gauge the utility and viability of prospective working relationships.
- Keeping in check the performance of the BPOs and issuing necessary notice and warnings for non performance.
- Maintaining a close working relationship with Legal team for contracts related inquiries, GRC team and Information Security team to ensure BPOs compliance.

### Delivery Hero Malaysia

*Mar 2021 – Sept 2022*

#### Workforce Management Lead

##### *Duties and responsibilities*

- Monitor and analyze KPIs and establish an action plan to achieve operational excellence.
- Create and present performance progress reports for Rider Service
- Leading the RTM in managing emergency conflict and ensuring the team's processes and tasks are carried out efficiently.
- Address the Inhouse and BPOs concerns in reference to operation performance.
- Oversee and administer quizzes and tests to ensure RTM members have a firm understanding and able to drive the department performance.
- Responsible for reporting to management for any issue that might affect the overall business performance.
- Creating and maintaining process improving operational KPIs and incident management in APAC.

### foodpanda Malaysia

*July 1, 2020 – Feb 28 2021*

#### Real Time Analyst

##### *Duties and responsibilities*

- Coordinates appropriate staffing allocation and availability of SSC and BPO staff in order to achieve service level objectives.
- Monitors queue to ensure optimal staffing and service level objectives.
- Administers volume contingency action plans as deemed necessary and appropriate.
- Runs and analyzes reports with the result of making recommendations for adjusting staffing levels, to meet departmental productivity and service level goals.
- Keys daily exception requests updates, schedules query, and responds to escalated issues and ad-hoc requests. E.g Raising tickets for any outages, absences, rooster

- Ensures platform health checks and readiness for all live services. (e.g. raising emergency escalation)
- Ensures that all EOD reports originating from the department are accurate and reliable.

**foodpanda Malaysia**  
**Logistics Executive**

***September 6, 2018 – June 2020***

***Duties and responsibilities***

- Act as the first point of contact for the riders in order to secure a well-managed and smooth delivery.
- Assisting riders thru multiple live chats and calls simultaneously providing assistance where help is needed.
- Familiarizing with different processes and procedures for 3 countries namely Philippines, Singapore and Malaysia as we service all three countries on chat and calls.
- Making outbound calls to riders, vendors and customers to clarify status of deliveries and orders and ensuring all orders are delivered and prepared on time.
- Being diligent in identifying fraud customers thru verification made on phone calls and making sure to send an email in order for an action to be taken in accordance to the fraudsters

**FWD Life Insurance Corporation**  
**Financial Solutions Consultant**

***May 4, 2015 - Feb 9, 2018***

The business arm of the investment group, Pacific Century Group. The business spans across Asia such as Hong Kong, Macau, Thailand, Indonesia, Philippines and Singapore offering life insurance services as well as general insurance, employee benefits and financial planning.

***Duties and responsibilities***

- Responsible for overall delivery of sales performance and acquisition of new business
- Retention of quality business for the assigned branch and area
- Entails implementation of strategic initiatives to build and maintain cordial business relationship with bank partners and to grow and retain dedicated sales distribution model.
- Help in changing the way people feel about insurance by introducing technology-based transactions and applications.
- Help in realizing and fulfilling their dreams by assessing where they are now and how they can achieve their financial goals.
- Setting long term goals through insurance and investment product offerings
- Customize financial plans that will help them in attaining their dreams may it be for retirement plan, building a new home, start making their own family, sending their kids to prestigious schools, wealth accumulation and protection, and even leaving a legacy for their families.

**Bank of America Continuum Philippines, Inc.**  
**Personal Banker (Chat specialist)**

***May 2012 – October 2014***

A subsidiary of Bank of America based in the United States. Directly interacting to all bank customers entering the company's website and online platform system.

***Duties and Responsibilities***

- Service customers through multiple live chats by troubleshooting and administration of inquiries related to consumer deposit products and online banking services
- Ensure another account opening or sale of a new product or service the bank is offering to maximize the customer's use of the account
- Handles customer inquiries about account balances, account history, fees assessed, current type of checking or savings account and all other inquiries related to their account
- Provides best solution for banking needs
- Review customer account and suggest the account that will best fit the customer's current financial status

- Educate customer with their accounts as well as banking procedure within US
- Resolving customer complaints about bank products and services

**Student Assistant**

College Registrars Office

De La Salle Lipa

2004-2008

*Duties and Responsibilities*

- Answers telephone calls and inquiry
- Assisting clerical works such as filing and sorting files, assisting students' concerns
- Assisting the registrar's staff during enrollment
- Handles student and parent's complaint regarding university's policy

**On-the-Job Training**

Marketing Department

Global Restaurant Concepts, Inc.

Ortigas Center, Pasig City

*Duties and Responsibilities*

- Handles events
- Preparing marketing plan solely for the purpose of service improvement
- Handles company sponsorships
- Assisting the manager in looking for company's major suppliers
- Prepares and presents plans for the company's event

**Educational Background**

Bachelor of Science in Business Administration major in Marketing Management

April 2012

De La Salle University - Lipa

**Personal Background:**

Single. Born on May 19, 1992. Filipino Citizen. Roman Catholic. Good in verbal and non-verbal communication skills. Able to adapt quickly and learn easily under minimal supervision. Flexible and persistent. Can work well both independently and as a team.

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

**Jemma C. Maligo**

Applicant