

# STEVE PULA

Executive Assistant / Lead Process Trainer / Graphic Designer



Grounded and solution-oriented Executive Assistant, Graphic Designer, and Learning Specialist. Adept at motivating self and others. Passionate about developing future leaders by educating them about the processes. Ensuring team members to be a globally competitive top-notch professionals. Leading by example.



## Contact

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## Skills

- Leadership skills
- Training Needs Analysis
- Feedback and coaching
- SWOT Analysis
- Graphic Designing (GLE Multimedia Team)
- Google Workspace proficiency



## Education

2008-2012

**OUR LADY OF FATIMA UNIVERSITY**

Bachelor of Science in Physical Therapy



## Achievements

- Content Developer
- Root Cause Analysis Training
- Gamification Certified
- Teleperformance Top Trainer - 2020
- NTDC Certified
- T3 Certifier (Train-the-trainer)



## Experience

**Executive Assistant** Feb 2023 - Oct 2023

### DC Virtual Assistant Services

- Ensures that all the business requirements and schedules of the CEO are organized, recorded, and provided efficiently
- Draft, create, and finalize slides, notes, and other documents vital for the executive's meetings and productivity

**Learning Specialist** 2021 - 2023

### National Security Enablement - TELUS Araneta

- Facilitates training classes across LOBs (Provisioning, Monitoring, Billing & Retention)
- Modifies teaching techniques to accommodate different learning styles that may present in new hires and current employees
- Designs and implements client-focused training curriculums integrating the program to assist the management with the business development and lead generation efforts

**Foundation & PST Trainer** 2018- 2021

### T-Mobile - Teleperformance Vertis North

- Conducts training for team members on all aspects of client projects (new hire, progression and enhancement training, virtual)
- Works with the Quality and Leadership team to assist in the quality improvement process of the account or program
- Creating, implementing, and maintaining training materials required for the development of product knowledge, process awareness, and call handling skills

**Retail Generalist/Customer Rep** 2012-2013

### Amazon - Alorica Centris

- Responsible for monitoring and ensuring the accuracy of the pricing analytics & and operations team through audits and process improvement activities
- Take customer phone calls for retail inquiries

**Graphic Designer** 2012

### E-Flight Travel & Tours - Makati City

- Design web pages, brochures, logos, signs, books, magazine covers, annual reports, advertisements, and other communication materials