



REMELYN B. CIPRIANO

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PROFESSIONAL SUMMARY

Adaptable and results-driven professional with proven expertise in workforce management, recruitment support, and customer service. Skilled at handling CRM systems, staffing plans, client engagement, and process improvement. Recognized for strong communication, problem-solving, and organizational skills, consistently exceeding performance targets in fast-paced environments.

EDUCATION

B.S. Accountancy
University of Batangas
2020-2021

ABM Strand
Anselmo A. Sandoval Memorial National High School
2018-2020

CORE SKILLS

- Workforce Management (WFM) & Forecasting
- Recruitment & Candidate Sourcing
- Customer Service & Client Relations
- Content Creation (Job Ads, Training)
- Data Entry & Lead Generation
- CRM & Database Management
- Reporting & Process Documentation
- Google Suite (Docs, Sheets, Slides, Drive)
- Canva Design & Content Creation

WORK EXPERIENCE

Workforce management (WFM)

StartUp Careers | Freelance Company
November 2024 - Present

- Provide regular updates to management on workforce performance and potential risks
- Manage and maintain internal systems including manpower updates, database cleanup, and duplicate record handling.
- Track and manage agent attendance, time-off requests, and schedule exceptions.
- Analyze historical performance data to identify trends and improve forecasting accuracy.
- Forecast call and contact volumes and develop staffing plans to achieve service level targets.
- Helping in Sourcing and screening candidates to match job requirements.

Hotel Planner Specialist & HealthCare (Remote)

StartUp Careers | Freelance Company
June 2024 - Present

- Delivered personalized hotel recommendations, enhancing client experience.
- Managed hotel bookings efficiently while following company policies.
- Resolved customer issues and escalated complex cases as needed.
- Consistently exceeded daily targets and quotas with quality service.

Customer Service Funding Specialist

C-Phonix Communication Services
April 2022 - February 2023

- Guided merchants through the funding process, ensuring compliance.
- Monitored funding pipelines and reduced processing delays.
- Prepared detailed operational reports to support management.
- Improved customer satisfaction by delivering clear and professional communication.