



JOANNA IREANNE O. PESTAÑO



Quality Assurance, Operations & Project Management Professional



Customer Service | Process Optimisation | Project Coordination | Operations Management

PROFILE

Detail-oriented and results-driven professional with extensive experience in operations management, project coordination, quality assurance, and customer service. Proven ability to streamline processes, manage cross-functional teams, and support leadership through data-driven reporting and operational oversight. Highly proficient in HubSpot, Gorgias, Notion, ReCharge, Shopify, Outlook, Xero, and WorkFlow Max, with a strong track record of improving efficiency, service quality, and client satisfaction.

EXPERIENCE



Interim Operations Manager, Syntegra Consulting Ltd – December 2025 – February 13, 2026

- Lead process optimisation initiatives and oversee operational systems, including CRM management.
- Produce performance and operations reports, analyse data, and forecast resource needs to support leadership decisions.
- Supervise and coordinate the Operations team, including task delegation, onboarding, and cross department collaboration.
- Manage supplier relationships, ensuring timely delivery, performance standards, and issue resolution.
- Support project delivery by monitoring timelines, coordinating internal teams, and acting as an escalation point when required.

- Maintain administrative oversight through QA checks, CRM data integrity, and collaboration with the CEO and marketing/web teams.



Project Administrator, Syntegra Consulting Ltd — April 2024 – November 2025

- Manage project schedules, coordinate client communications, and oversee administrative functions.
- Prepare detailed proposals, quotes, and reports, ensuring accuracy and efficiency.
- Upload invoices in **AutoEntry**, streamlining financial documentation and reporting.
- Conduct market research, identifying key companies and contacts within target areas.
- Utilize **HubSpot** to track client interactions, manage projects, and optimize follow-ups.
- Handle email and phone inquiries, providing professional support to clients and prospects.



Quality Assurance Analyst, Earth Breeze Inc – July 2022 – May 2025

- Monitored and evaluated Customer Delight Specialists to ensure service excellence and customer satisfaction.
- Optimized workflow efficiency using Gorgias, Notion, and ReCharge.
- Identified service gaps, recommended improvements, and provided actionable performance feedback.
- Analyzed customer interactions and trends to support continuous service enhancements.



Customer Delight Specialist, Earth Breeze Inc – September 2021 – July 2022

- Responded to inquiries via email, delivering high-quality customer support.
- Managed e-commerce and subscription support using Gorgias, Notion, and ReCharge.
- Assisted with orders, refunds, and troubleshooting customer concerns.



Amazon Fulfillment Specialist, Earth Breeze Inc – July 2021 – September 2021

- Maintained and updated Amazon product listings to ensure accurate marketplace data.
- Resolved order-related issues through Amazon's messaging platform.

 Customer Service Specialist, Carl ZEISS Vision Care MENA, Dubai, UAE

March 2019 – August 2020

- Processed orders, invoicing, and coordinated daily deliveries.
- Provided phone and email support addressing product inquiries and resolving concerns.
- Managed stock inventory and generated supply chain reports.

 Administrative Assistant, Tawazi Optical Trading, Dubai, UAE

October 2018 – March 2019

- Processed orders across various sales channels for smooth transactions.
- Oversaw e-commerce operations and handled customer inquiries and complaints.
- Maintained inventory records and prepared sales reports.

 Brand Specialist, Awesome OS, Davao City – January 2018 – June 2018

- Served as primary contact for international brand partners and customers.
- Provided assistance with inquiries, orders, and product concerns while ensuring brand consistency.

 Tier 2 Escalations Team, Awesome OS, Davao City – August 2016 – December 2017

- Handled escalated customer cases ensuring fast and effective resolution.
- Coordinated with internal teams to reduce back-and-forth communication.

 Tier 1 Subject Matter Expert, Awesome OS, Davao City – May 2016 – July 2016

- Provided guidance to team members on ticket handling and workflow issues.
- Assisted team leaders in monitoring performance.

 Tier 1 Email Customer Service Representative, Awesome OS, Davao City

April 2015 – May 2016

- Managed customer inquiries related to shipping, billing, subscriptions, and account updates.
 - Ensured high customer satisfaction through timely and professional support.
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 **Customer Service Specialist, VXI Global BV, Davao City** – *May 2014 – February 2015*

- Processed and verified international money transfers following security and compliance guidelines.
 - Assisted customers by phone in resolving transaction concerns.
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EDUCATION

 **Bachelor of Science in Hospitality Management**

Davao Doctors College, Davao City — 2014

 **High School**

University of the Immaculate Conception, Davao City — 2010

SKILLS

- **Operations & Project Coordination**
 - **Process Improvement & Workflow Optimisation**
 - **Quality Assurance & Performance Analysis**
 - **CRM & E-Commerce (HubSpot, Gorgias, Notion, ReCharge, Shopify)**
 - **Software Tools: Outlook, Xero, WorkFlow Max**
 - **Client & Stakeholder Communication**
 - **Reporting, Forecasting & Data Analysis**
 - **Detail-Oriented | Highly Organised | Adaptable**
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AWARDS

Quality Assurance Specialist of the Year — Earth Breeze Inc, 2023

CONTACT INFORMATION

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