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Skills

- **Instructional Design & Facilitation** – Crafting effective training programs and delivering impactful sessions
- **Performance Evaluation & Quality Assurance** – Monitoring standards, identifying gaps, and driving continuous improvement
- **Organizational Development Strategy** – Leading structural change, culture enhancement, and capability building
- **Leadership Coaching & Mentoring** – Empowering individuals and teams to grow through guidance and support
- **Learning Needs Analysis** – Assessing gaps, aligning content to goals, and customizing learning paths
- **Process Optimization** – Streamlining workflows and enhancing operational efficiency
- **Change Management** – Guiding teams through transitions using strategic frameworks and clear communication
- **Lifelong Learning Advocacy** – Fostering a culture of curiosity, growth, and continuous skill refinement.

A motivated and results-driven professional with a strong background in hospitality management, training and development, operations. Known for blending strategic thinking with empathy and precision, I thrive in environments that value continuous improvement, innovation, and collaborative growth.

Objective:

To contribute meaningfully to a forward-thinking company by leveraging my strengths in leadership development, operational excellence, guest experience, while fostering team cohesion and driving measurable results.

My goal is to grow alongside the organization, elevate standards, and create impactful solutions that align with both business goals and human-centered values.

Experience

5Star STR / Operations Manager - Direct Client - Las Vegas NV.

November 2024 - July 2025

Responsible for overseeing the day-to-day operations of multiple short-term rental properties to ensure seamless guest experiences, operational efficiency, and compliance with brand standards. This role involves coordinating cross-functional teams, optimizing workflows, and implementing strategies that enhance occupancy, revenue, and guest satisfaction.

Key Responsibilities:

- Manage guest communications, check-ins/check-outs, and resolution of escalated issues
- Oversee cleaning schedules, maintenance coordination, and vendor relationships
- Ensure properties meet safety, quality, and brand standards through regular inspections
- Monitor and refine pricing strategies to maximize occupancy and revenue
- Maintain accurate records, reports, and platform listings (e.g., Airbnb, Vrbo)
- Train and support virtual assistants and frontline staff in troubleshooting and guest service protocols
- Implement systems to reduce operational disruptions and improve responsiveness
- Ensure compliance with local regulations, permits, and rental laws

Concentrix / Learning And Development Specialist

August 2020 To November 2024

Organizational Development Associate – Delivery Shared Services:

Played a key role in the strategic growth and optimization of the Delivery Shared Services team. Collaborated across departments to assess workflows, structures, and service delivery models. Led the identification and analysis of critical operational pain points across multiple functions within the shared services umbrella, providing actionable insights to inform improvement initiatives and support long-term organizational.

VXI Global Solutions / Training Specialist

July 2018 To July 2020

Training Specialist – New Hire Onboarding

Led the facilitation of comprehensive onboarding programs for newly hired employees, ensuring a smooth and engaging transition into the organization. Designed and delivered interactive training sessions that covered company culture, policies, tools, and role-specific competencies. Collaborated with department leads to tailor content to audience needs, while continuously assessing and refining training materials for effectiveness and relevance. Championed an inclusive learning environment that fostered early engagement, productivity, and long-term retention.

iQor Philippines/ Safety Officer I

February 2016 To January 2018

Safety Officer – Workplace Health and Safety:

Responsible for developing, implementing, and monitoring safety protocols to ensure a secure and compliant work environment. Conducted regular risk assessments, site inspections, and incident investigations to identify hazards and recommend corrective actions. Collaborated with leadership and staff to promote a strong safety culture through awareness campaigns, compliance training, and continuous education. Maintained updated safety records and ensured full adherence to local regulations and industry standards, driving initiatives that minimized workplace incidents and safeguarded both people and assets.

Arvatio Bertelsmann/ Training Specialist

July 2014 To January 2016

Designed, delivered, and continuously improved training programs to support employee development and organizational performance. Facilitated engaging sessions across onboarding, compliance, and upskilling initiatives, ensuring content aligned with business goals and adult learning principles. Partnered with cross-functional teams to assess training needs, develop curriculum, and implement feedback loops that enhanced learning effectiveness. Demonstrated a passion for empowering teams, fostering a growth mindset, and building capabilities that drive long-term success.

Cognizant Technology Solutions / Learning & Development - Gawad Silab Awardee

September 2012 To December 2013

Language Assessor – CEFR Framework

Conducted comprehensive language proficiency assessments based on the Common European Framework of Reference for Languages (CEFR), evaluating candidates across listening, speaking, reading, and writing competencies. Delivered clear, objective feedback aligned with CEFR standards (A1–C2), ensuring accurate placement and actionable recommendations. Designed assessment tools, rubrics, and rating guides to maintain consistency and reliability across evaluations. Collaborated with training teams to support curriculum alignment and language development goals.

Convergys / Technical/ Customer service representative

June 2006 - May 2011

Technical Support Specialist – Customer Service Representative

Provided frontline technical assistance to end-users, resolving hardware, software, and connectivity issues across multiple platforms. Diagnosed problems efficiently via phone, email, or remote sessions, ensuring minimal downtime and customer satisfaction. Maintained detailed service records and escalated complex issues to engineering or Tier 2 support when necessary. Collaborated with cross-functional teams to identify recurring problems, contributing to process improvements and knowledge base updates. Championed clear, empathetic communication and user education to empower clients and enhance overall experience.

Education

**Angeles University Foundation / Bachelor Of
Science in Nursing**

March 2002 - June 2004

Lilia L. Layug School /Highschool- Batch 2002

June 1998 - March 2002

Certification

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- **7 Habits** – Cultivate a principle-centered mindset, strengthen personal effectiveness, and foster proactive leadership
 - **Lean Six Sigma** – Apply structured, data-driven methods to identify inefficiencies, reduce waste, and improve operational performance
 - **SWITCH (Change Management)** – Lead change with empathy, clarity, and strategic influence, enabling smoother transitions and team buy-i