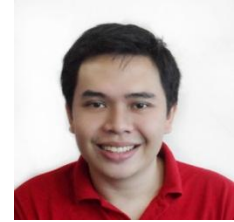


James Kevin O

| w: kevinolega.com/xp | a: Metro Manila

<https://www.upwork.com/freelancers/jameskevino>



All contracts and inquiries are handled through Upwork. Please contact or hire me directly via my profile.

Summary:

Project Manager and Operations Leader with expertise in streamlining workflows, managing cross-functional teams, and enhancing business operations. Strong background in web development, digital marketing, and client management.

Freelance Career (Upwork)

January 2013 – Present

PT Growth | Operations Manager, Project Manager

September 2023 – Present

Project Management:

- Planned and tracked client projects to meet deadlines and requirements.
- Allocated resources, balanced workloads, and met project goals.
- Coordinated projects and conducted QA for websites, design, and marketing copy.
- Performed tests to identify and resolve issues early.
- Managed client accounts, addressed concerns, and ensured project delivery.

Operations Manager (Including Recruitment):

- Resolved operational issues to maintain continuity.
- Documented processes and created SOPs to improve workflows and support training.
- Identified process gaps and implemented improvements.
- Managed recruitment from sourcing to onboarding.

Moolay Media | Project Manager and Q.A.

September 2021– December 2023

- Managed projects and daily operations for multiple high-end clients.
- Planned, tracked, and documented project progress.
- Allocated resources and conducted QA to ensure quality deliverables.
- Performed integrated and functional tests.
- Supported recruitment and onboarding for project roles.

Kutsko Consulting | Digital Marketing Assistant

July 2018– Present

- Conducted website QA, user experience testing, and editorial reviews.
- Managed CRM updates, email marketing campaigns, and social media accounts.
- Generated appointments and followed up on leads to support business development.
- Performed keyword research and created content briefs for outsourced writers.

Take Aim Web Design | Project Manager, Q.A. and Communications Manager

July 2018– June 2020

- Managed projects and daily operations.
- Planned, tracked, and documented project progress.
- Conducted QA and wrote content for marketing, sales, and internal communications.
- Supported recruitment for project roles.

DG Consulting | Junior Project Manager, Lead Q.A. and Communications Manager

August 2016– September 2018 |

- Planned and managed client projects.
- Allocated resources and maintained client relationships.
- Led QA efforts and created content for marketing and internal documents.
- Supported recruitment and social media strategies.

Upwork | Freelance Virtual Assistant and Ghost Writer

January 2013– September 2019 |

- Handled administrative tasks to improve client productivity.
- Created content for finance, education, health, fitness, and creative industries.

West Contact Services | Customer Account Executive

January 2013– July 2016 | Customer Service, Billing, Tech Support and Sales Functions for Comcast. Top Agent for Customer Feedback/VOC (June 2013) and Top Agent for transitional sales rate (December 2014).

Cr8v Web Solutions | Business Development

April 2012– August 2012 | End to End Client Acquisition. Focus: Lead Gen and ERP Presentation

Xborder Techware | Product Account Manager

September 2011 – December 2011 | Lead Generation. Client Acquisition

Xcel Software and Munnex Philippines | Marketing Officer and Account Manager

April 2011 – July 2011 | SAP Business One and BizAgi lead generation. Marketing Materials Creation.

HRPO Asia Inc. | Sales and Marketing Officer and Account Manager

August 2009–March 2011 | Recruitment Solutions Consultant and Account Manager. Built 60 partners.

Newfield International: | January 2007 -April 2009

Newfield Contact Solutions | Assistant (Operations, Sales, IT Support)

Officer in Charge for Call Center Operations, Inbound Account Manager and Technical Support.

Newfield Staff Solutions | Assistant (Front Office Operations: Sales, Marketing, Training)

Upgraded client experience. Increased conversion. Sold 5 million in training services. Competitive-intelligence researcher. Liaison officer.

Additional Projects and Part Time Work (Sales, Marketing, Training)

- Digital Product Sales and Marketing 2019-Present. (part-time)
- Social Media Marketing (60,000 followers) and Video Marketing (80,000 followers)
- Communications and Soft-Skills Instructor 2019-Present. (part-time)
- Manage CrossFit Box day-to-day operations. April 2017 - September 2019 (part-time)
- Conducted 1 on 1 and group training on confidence, sales and interview skills in 2007-2009
- Taught English Proficiency and some Academic Subjects 2006-2010
- Assisted clients with their investments at Philamlife (November 2005-December 2006)
- Sold condo units and generated PHP 11.4 Million at D.M.C.I. Homes (March-September 2005)
- Mall Marketing for Berkley International Plans/FFI Marketing Group (September 2004-February 2005)
- Sold firearms (Sub-Machine Guns, Shotguns and Pistols) at Ultra Systems (June-July 2004)

Web Projects:

Homepage: <https://olega.org> 2021-Present

Kevin Olega Services - <https://kevinolega.com> 2011 - Present

Call Center Training Tips - <http://callcentertrainingtips.com> December 2010 - Present

Business Ideas Philippines - <http://businessideasph.com> July 2012- 2023

Philippine Island Living - <http://philippineislandliving.com> November 2010-Present

Minimal Changes - <http://minimalchanges.com> August 2010 - Present

Philamlife.net - <http://philamlife.net> December 2006-June 2008 - #1 on Google and Yahoo Search

Tools and Technologies:

- Project Management: Asana, Basecamp, ClickUp, Miro, Trello
- Marketing: MailChimp, Kajabi, SendFox, Zendesk, Aweber, GetResponse
- Communication: Skype, Zoom, Slack, Discord.
- Media: Final Cut Pro, iMovie, Handbrake, Audacity, Pixelmator, Publisher, Photoshop
- OS: Microsoft, Apple, Google as well as Web and Mobile Applications
- Office: Document, Spreadsheet, Presentation.
- Web: Analytics, WordPress, Jekyll, Github, Search Engine Optimization, Basic HTML and CSS.
- Others: Fantastical, Things, MindNode, LastPass, Sublime Text.

Education: B.S. Business Administration Major in E-Management - I-Academy - 2003