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Work Experiences

National Floors Australia

Executive Assistant

March 1, 2026 - July 15, 2026

- Supported daily operations by organizing and maintaining standard operating procedures (SOPs), hiring documentation, and internal process records, ensuring accuracy and improving workflow efficiency.
- Coordinated with suppliers and business partners through Zoom, Zoho Mail, WhatsApp, phone, and email to manage inventory updates, order status, follow-ups, and operational communications.
- Scheduled meetings, managed calendars, sent reminders, and coordinated with internal teams and external stakeholders to ensure timely completion of operational and account-related tasks.
- Generated and distributed operational and performance reports using Zoho, maintained accurate records, updated databases, and provided administrative support for account management and cross-functional operations.

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Executive Assistant

November 25, 2024 – February 13, 2026

Executive Support & Administration

- Provide comprehensive support to the executive team and a 12–15 person remote staff, managing complex calendars, scheduling, and follow-ups to ensure meetings occur on time and priorities stay on track.
- Manage critical communications through email, Slack, and other collaboration tools to ensure timely responses and alignment with leadership goals.
- Track contracts, appointments, and action items across personal and professional responsibilities, maintaining organization and operational continuity.
- Coordinate domestic and international travel, including flights, hotels, upgrades, refunds, and compensation claims, often resolving denials and optimizing outcomes.

Operations & Workflow Optimization

- Streamline onboarding, internal events, and communications, improving efficiency for a 12–15 person team.
- Implement processes that reduce operational friction, enhance team alignment, and improve workflow visibility across departments.
- Handle service sign-ups, cancellations, and refunds, while managing NDAs, referral agreements, and financial documents for compliance and tax readiness.

Affiliate Program Management & Engagement

- Manage affiliate operations, reviewing 5–10 applications daily, executing contracts, and phasing out underperforming affiliates.
- Send 4–5 monthly newsletters to maintain affiliate engagement and drive program growth.
- Support marketing and event initiatives, sourcing freelancers, reviewing client assets, and curating press catalogs using Savvyworks and other digital tools.
- Conduct research to verify content, source imagery, and archive digital assets efficiently.
- Contribute to lead generation and outreach, nurturing cold contacts into CEO-level calls and closed deals.

Wells Fargo Philippines

October 25, 2021 – August 21, 2024

Lead Fraud and Claims Operations

- Led day-to-day fraud and claims operations, overseeing team performance, workload distribution, and service-level adherence to ensure operational efficiency and accuracy.
- Defined and tracked key performance indicators (KPIs), driving accountability, productivity, and continuous process improvement across the team.
- Monitored performance metrics and fraud-related trends, analyzing data to identify risks, gaps, and opportunities for operational enhancements.
- Delivered targeted coaching, performance feedback, and development plans to strengthen fraud detection, claims handling accuracy, and regulatory compliance.
- Fostered a high-engagement team culture focused on collaboration, accountability, and continuous improvement, resulting in consistent achievement of performance targets.
- Collaborated with onshore stakeholders and cross-functional partners to calibrate, implement, and optimize fraud prevention and claims management processes.
- Served as the primary point of contact for risk management and regulatory compliance, ensuring team adherence to internal controls, policies, and governance standards.
- Oversaw completion and compliance with required regulatory training and online courses, maintaining audit readiness and adherence to financial regulations.
- Communicated operational updates, policy changes, and procedural enhancements clearly and consistently to ensure alignment across the team.
- Identified root causes of performance issues and implemented corrective action plans to improve accuracy, efficiency, and customer outcomes.

Senior Fraud and Claims Operations

- Conducted in-depth fraud investigations using comprehensive investigative research to identify, assess, and mitigate financial and deposit-related fraud risks.
- Utilized internal banking systems and third-party fraud detection tools to validate check authenticity and identify potential deposit fraud through proactive outbound customer verification.

- Analyzed moderate to complex account activity, including deposits and funds movement, to detect suspicious behavior and implement effective risk mitigation strategies.
- Partnered with internal teams and onshore stakeholders via chat and email to support timely, data-driven decision-making in response to fraud alerts.
- Executed monetary holds, account restraints, and account closures on confirmed fraudulent activity in accordance with regulatory, compliance, and risk management standards.
- Ensured strict adherence to internal controls, policies, and financial regulations while maintaining audit readiness and documentation accuracy.
- Collaborated with onshore partners to calibrate, improve, and implement operational processes aligned with fraud prevention best practices.
- Communicated procedural updates and policy changes clearly to ensure operational alignment and consistent execution across teams.

Sitel Philippines / Velocity Frequent Flyer (Virgin Australia Airline)

Travel and Hospitality Support Specialist

January 16, 2015 – October 24, 2021

Travel and Hospitality Back Office Support

- Processed credits, point deductions, and flight upgrade queue adjustments with high accuracy, ensuring correct member balances and operational efficiency.
- Consolidated and managed escalated member claims, coordinating with external partners via email to drive timely and effective resolution.
- Handled partner-approved escalations while maintaining service-level standards and operational integrity.
- Performed manual corrections of inaccurately credited points, ensuring data accuracy and compliance with program policies.
- Streamlined communication of member benefit escalations to partners, reducing turnaround time for issue resolution.
- Communicated escalation outcomes clearly to members via email, contributing to improved customer satisfaction and retention.
- Executed back-end opt-out processing in compliance with member preferences, privacy requirements, and regulatory guidelines.
- Maintained and updated member account records, including contact information and profile data, to ensure system accuracy.
- Responded to ad hoc back-office operational requests, demonstrating flexibility and strong attention to detail in a fast-paced environment.

Travel and Hospitality Front Office / Chat / Social Media / Email Support

- Delivered multi-channel customer support via inbound calls, email, live chat (Salesforce), and social media platforms, resolving general and account-specific inquiries efficiently.
- Assisted members with account creation, updates, maintenance, and closures, ensuring a seamless customer experience.
- Supported complex account security issues, including password and PIN recovery, in alignment with data privacy and security protocols.
- Identified, documented, and reported potential membership fraud, suspicious activity, and violations of terms and conditions.
- Educated members on program rules, benefits, and compliance requirements, proactively preventing account misuse.

- Investigated and processed claims and escalations related to missing points from eligible transactions and promotional offers.
- Guided members on redemption options, including flights, hotels, and car rentals, enhancing engagement and program utilization.

Teleperformance Philippines / SallieMae Student Loan Originations
Financial Services Team Lead (OIC) | Trainer | Student Loan Origination Specialist
May 28, 2012 – December 23, 2014

Financial Services Team Lead (OIC)

- Led daily financial services operations, overseeing team performance, workload management, and adherence to organizational and client objectives.
- Defined and monitored key performance indicators (KPIs), driving accountability, productivity, and service quality across the team.
- Conducted performance evaluations and coaching sessions to identify development opportunities and improve individual and team performance.
- Fostered a collaborative, high-morale work environment focused on engagement, accountability, and continuous improvement.
- Delivered transparent performance communication, facilitating open feedback discussions and issue resolution.
- Analyzed operational metrics and prepared performance reports for management and stakeholders.
- Identified training and skills gaps, providing targeted coaching and on-the-job support to enhance team competencies.
- Addressed team concerns and conflicts through active listening and timely intervention, maintaining a positive workplace culture.
- Planned and executed team-building initiatives to strengthen collaboration and improve overall team effectiveness.

Financial Services Training Intern

- Served as a subject matter resource for program knowledge, supporting training delivery and learner comprehension.
- Collaborated with Training Leads and Management to refine training methodologies and improve facilitation effectiveness.
- Facilitated instructor-led training sessions covering product knowledge, call handling, customer service, sales techniques, and operational procedures.
- Monitored agent calls and performance metrics to identify knowledge gaps and recommend targeted training interventions.
- Partnered with the Quality Assurance team to implement continuous improvement initiatives aligned with service and compliance standards.
- Maintained accurate training documentation, attendance records, and performance tracking to monitor trainee progress.

Financial Services Student Loan Origination Specialist

- Provided front-line support for student loan application, disbursement, and repayment inquiries while delivering high-quality customer service.

- Collected, verified, and encoded detailed applicant and cosigner information, including income, employment, and financial data, to support accurate loan processing.
- Reviewed loan applications for completeness and accuracy, identifying missing or incorrect documentation and resolving issues proactively.
- Conducted investigative research to correct application errors, improving processing efficiency and data integrity.
- Communicated loan decisions to applicants and provided guidance on next steps, alternative options, or corrective actions.
- Ensured transparency by informing denied applicants of their rights and the process for obtaining a "right to know" letter.
- Coordinated with internal teams to address payment and collections inquiries, ensuring seamless client handoffs.
- Performed all duties in strict compliance with regulatory, policy, and documentation requirements governing financial services operations.

Stream Global Services / AT&T

Telecommunications Technical / Warranty Support

March 10, 2010 – May 2012

- Delivered technical support for mobile device hardware and software issues, troubleshooting problems to achieve timely and effective resolution.
- Diagnosed device issues and assessed warranty eligibility through structured verification processes conducted over the phone.
- Processed warranty replacements for qualified devices in accordance with manufacturer and company policies.
- Advised customers on alternative support options for non-warranty devices, including insurance claims and authorized repair services.
- Documented customer interactions, technical findings, and resolutions accurately to ensure compliance with service standards and quality guidelines.
- Maintained high levels of customer satisfaction by providing clear communication, technical guidance, and end-to-end issue resolution.

Sykes Asia Inc. / Verizon / Hotels.com

November 17, 2008 – February 28, 2010

Travel and Hospitality Inbound Sales

- Delivered consultative inbound sales support by recommending hotel accommodations aligned with customer preferences, budgets, and travel needs.
- Coordinated directly with hotel partners to address guest inquiries, special requests, and booking requirements, ensuring a seamless end-to-end experience.
- Managed hotel reservations, monitored availability, and facilitated timely bookings for preferred travel dates.
- Assisted customers in planning travel itineraries by recommending local attractions and points of interest, enhancing overall trip value.
- Processed payment transactions accurately and issued booking confirmations promptly to ensure clarity and customer confidence.
- Proactively resolved booking issues, modifications, and cancellations while maintaining high customer satisfaction.

- Promoted and upsold the reservation platform, contributing to increased bookings and customer engagement.
- Responded to customer inquiries regarding reservation processes, policies, and support options with clear and professional communication.

Telecommunications Inbound Sales

- Handled inbound sales inquiries by identifying customer needs and aligning appropriate telecommunications products and service plans.
- Delivered persuasive product demonstrations by highlighting key features, benefits, and value propositions to drive sales conversions.
- Addressed customer objections effectively using consultative selling techniques and solution-based recommendations.
- Ensured accurate submission of completed sales, including customer details, contract information, and plan specifications, maintaining data accuracy and compliance.

Education

Arellano University – Pasig City
Bachelor of Science in Nursing

On-the-Job Training

- **Clinical-Administrative Support (Nursing)** – Managed patient charts, tracked vital signs, handled medical forms, and supported prescription documentation during hospital rotations.
- **Patient Communication & Confidentiality** – Assisted with patient intake, ensured accurate record-keeping, and maintained strict confidentiality standards.

Leadership & Academic Achievements

- **English Club President (2nd Year)** – Led initiatives to improve students' English skills, including implementing English-only zones and organizing declamation competitions.
- **Nursing Student Council President (3rd Year)** – Represented and supported fellow students in academic and extracurricular activities.
- **Academic Achievements** – Ranked top of the class; **Psychology Quiz Bee Champion**.
- **Event Organization & Leadership** – Successfully planned and executed projects and events promoting communication, leadership, student engagement, and clinical workflow coordination.

Star of Hope Christian School – Taytay, Rizal
 High School Diploma, *April 2005*

Technical Skills & Tools

Productivity, Collaboration & Communication

- Google Workspace: Docs, Slides, Gmail, Drive, Calendar, Forms, Meet
- Zoho Workspace
- Microsoft Office: Word, PowerPoint
- Microsoft Teams, Slack, WhatsApp, Fireflies, Loom, Canva, ChatGPT, Zoom, Teams, Claude Code, Claude Cowork, Claude Chat

Fraud, Risk & Financial Systems

- Accurant, LexisNexis RMS, Treasury Check Verification System (TCVS), Interchangeable Exceptions Tool, Hogan, TypeltIn

CRM, Sales, Marketing & Project Management

- Salesforce, PipeDrive, Info CRM, [Impact.com](https://www.impact.com), ClickUp, Asana, Notion, Typeform, GuestConnect, Sabre, SharePoint, Amazon Affiliate, Pinterest, Klaviyo, Shopify, Google Ads, Google Tag Manager

Operations, Workforce & Support Tools

- Jabber, Alvaria, IEX, Coaching Journal, Google Admin Console

Data, Research & Knowledge Management

- Tableau, Internet Archive

Core Skills

Leadership & People Management

- Team Leadership & Performance Management
- Coaching, Training & Development
- Team Building & Engagement
- Curriculum Design & Facilitation

Operations & Process Excellence

- Process Improvement
- KPI Tracking & Performance Monitoring
- Documentation & Records Management
- Operational Efficiency
- Interdepartmental Coordination

Fraud, Risk & Compliance

- Fraud Detection & Investigation
- Risk Mitigation & Financial Risk Analysis
- Regulatory Compliance
- Account Monitoring & Verification

Communication & Customer Experience

- Professional Written & Verbal English Communication
- Stakeholder Collaboration & Relationship Management
- Customer Service & Escalation Handling
- Consultative Selling

Analytical & Technical

- Analytical Thinking & Proactive Problem-Solving
- Attention to Detail
- Technical Troubleshooting & Support
- Transaction & Account Management

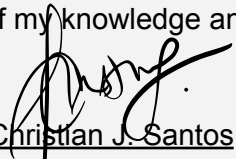
Character References

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I declare that the above information is true and accurate to the best of my knowledge and ability.


Christian J. Santos
Signature