

RICHARD JOSEPH LAGASCA (Josh)

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Age: 26 **Nationality:** Filipino
Line ID: joshie360

General Information

Complete Name:	Richard Joseph Lagasca	
Nickname:	Josh	
Gender:	Male	
Age (DOB)	26 (24-Sep-1990)	
Marital Status:	Single	
Nationality	Filipino	
English Skills:	Fluent	
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Email Address:	joshlagasca.th@gmail.com	
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Notice Period:	Immediate	
Executive Summary	<p>A young business development consultant practicing talent acquisition, organization development, sales and marketing.</p> <p>Gained skills in customer relations and center management coming from years of experience working in different Business Process and Information Technology Outsourcing companies in the Philippines. Handled different industries such as Finance, Telecommunications, Retail and Logistics.</p> <p>A systems process expert trained in conducting diagnostics and analysis on overall management systems of different organizations. Experienced in modern technology with experience in building, launching and reviewing different innovative ERP, ATS and CRM tools and systems which helps him provide a tailor-fitted system for every specific company or industry.</p>	

Professional Experience

Nov 2016 - Present	HR Associate Consultant	360 Degree Search Recruitment Co Ltd
Dec 2015 – Jun 2016	Head of Sales and Marketing	COACH International Business
Sep 2015 – Dec 2015	Business Development Consultant	Simplification Inc
Dec 2013 – Feb 2015	Operations Manager - Coach	FIS Global Solutions Inc
Apr 2011 – Dec 2013	Senior Executive Trainer	
Jul 2009 – Jan 2011	Process Executive	HSBC Data Processing Philippines
Jan 2008 – Jan 2009	Senior Customer Service Associate	Convergys Corp

Other Information

Reporting Line & Subordinate(s):	<ul style="list-style-type: none">● Report to: Team Leader● Dotted to: Managing Director● Number of Subordinate(s) & Title: None
Motivation:	Opportunity for growth, develop skills in different functions and acquire new connections in different industries

Education

2012	Bachelor of Science in International Business	San Francisco State University – California, USA
2010	Bachelor of Science in Commerce Major in Management of Financial Institutions	De La Salle University - Manila

Trainings, Certificates, Achievement & Awards

FIS All-in Management Awardee – Overall Management Service Excellence	2012
Certegy Quarterly Champion for 3rd Quarter	2011
HSBC Rising Executive of the Year	2010
CEF/CEFR for English Language Level: C2 (Advanced / Mastery)	2017
SQL Fundamentals Course	2017
Six Sigma – Lean Green and Yellow Belt Certification - HSBC	2011
Certification for Fair Lending Training	2010
American Disability Act Certification	2009

Working History with Detailed Responsibilities

Company:	360 Degree Search Recruitment Co Ltd
Position:	HR Associate Consultant
Period:	Nov 2016 – Mar 2017 (5 months)
Responsibilities:	<ul style="list-style-type: none"> ● Generate new clients and maintain good relationship with existing clients. ● Contact executives and managerial candidates by telephone; talking to people you have never met or talked to before. Ability to sell opportunities and inspire candidates. ● Writing candidate analysis and recommendation report ● Fully understand Client’s hiring needs ● Screen interview and evaluate candidates ● Liaise with client and candidate on the interview schedule and feedback from both parties after the interview. ● Following up with clients to ensure customer satisfaction ● Maintain-up-to-date candidate’s information on database ● Achieves sales target <p>Positions Assisted / Placed:</p> <ul style="list-style-type: none"> - Chief Financial Officer (Energy Company) - Finance Director (FMCG Company) - Associate RA Director (Pharmaceutical Company) - Business Unit Controller (FMCG Company) - Channel Sales Manager (Premium Consumer Products Company) - Regional FP&A Lead (Agricultural Company)

Company:	COACH International Business Simplification Inc
Position:	AVP for Sales and Marketing
Period:	Dec 2015 – Jun 2016 (7 months)
Responsibilities:	<ul style="list-style-type: none"> ● Develop plans and strategies for developing business and achieving the company’s sales goals ● Create a culture of success and ongoing business and goal achievement – possibly more important than the first item on this list ● Manage the sales teams, operations and resources to deliver profitable growth ● Manage the use of budgets ● Define optimal sales force structure ● Hire and develop sales staff ● Become known as an employer of choice and a sales force that top salespeople want to join ● Define and oversee sales staff compensation and incentive programs that motivate the sales team to achieve their sales targets

	<ul style="list-style-type: none"> Define and coordinate sales training programs that enable staff to achieve their potential and support company sales objectives Manage customer expectations and contribute to a high level of customer satisfaction Define sales processes that drive desired sales outcomes and identify improvements where and when required
Position:	Business Development Consultant
Period:	Sep 2015 – Jun 2016 (10 months)
Responsibilities:	<p>The BD Consultant monitors and review current market conditions for clients</p> <ul style="list-style-type: none"> Monitor, review and analyze strategies in marketing, sales, advertising and other fields of operations. Manage time management and team building. Create strategies for existing accounts to generate business. Develop and prepare presentations for prospective clients. Follow up regular meetings with both active and prospective clients. Create and update client profiles. Initiate plans for client companies to achieve profits and reduce losses. Design and develop products, services and tools for client companies. Develop business with the assigned accounts. Create strategic development plans, including active sales pipeline and implementation, to build new profitable business. Track and report progress with implementation of strategic plan, customer budgets, and ongoing forecasts. Train business development team regarding different phases of the sales cycle and meeting projects' goals. Perform analysis to determine opportunities in the market. Assess the profitability of existing products and service offerings. Improve existing business by increasing profitability and customer satisfaction Manage business deals from negotiation to close. Monitor contracts implementation from contract performance, customer payment terms, to delivery terms. Build and maintain long-lasting customer relationships.
Reason of Leaving:	Left the country and moved to Thailand

Company:	FIS Global Solutions Inc
Position:	Operations Manager
Period:	Dec 2013 – Feb 2015 (1 year, 3 months)
Responsibilities:	<ul style="list-style-type: none"> Manage operations of a 15-20 team leaders / supervisors with a total staff of 300-400. Manage operations and communications up to clients (internal and external), performance management of the team in accordance with the SLA parameters, assume leadership in developing the team on process skills and other competencies, achieve acceptable production levels. Assist in monitoring, training and problem solving. Effectively manage issues through multiple forms of inbound requests such as queue calls (Phone), e-mails, web forms, or client tracking databases whichever is necessary. Manages him/her and the team members and effectively prioritize, categorize and log issues into case management system or CRM. Researching and troubleshooting issues using available tools. To direct and lead team members to identify and suggest resolutions and/or process improvements.
Position:	Senior Executive Trainer
Period:	Apr 2011 – Nov 2013 (2 years, 8 months)

Responsibilities:	<ul style="list-style-type: none"> • The Sr. Executive Trainer should identify training needs for programs to acquire/enhance the required skill sets and suggest necessary process improvement. • Generate reports for internal and external use, for meeting with Clients. • Conduct call monitoring and provide feedback on Process. We create and modify training content as per need.
Reason of Leaving:	Was offered to work as a consultant for an international firm

Company:	HSBC Electronic Data Processing – Philippines
Position:	Process Executive
Period:	Jul 2009 – Jan 2011 (1 year, 5 months)
Responsibilities:	<ul style="list-style-type: none"> • Handles and communicates with delinquent customers to obtain late payments. • Provides extra-ordinary service through phone interactions with customers, reviews and analyzes financial situations. • Arranges repayment programs within procedural criteria.
Reason of Leaving:	Took a break from work since been a working-student.

Company:	Convergys Corp
Position:	Senior Customer Service Associate
Period:	Jan 2008 – Jan 2009
Responsibilities:	<ul style="list-style-type: none"> • Work for a customer service account that focuses on Satellite cable services. • Provides extra-ordinary service through processing customer requests and giving advise about different television programs available and best suits what the subscribers want and need.
Reason of Leaving:	Focused on studies as needed to complete thesis in university