

GEM T. MANALANSANG

Training and Delivery Consultant

Connect with me at www.linkedin.com/in/gemmanalansang



Gem is a graduate of Philippine Normal University, Manila with a degree of Bachelor of Secondary Education major in English in 2003. After graduation, she immediately taught in the academe and headed the Speech and Laboratory department of the school

In 2005, Gem joined the BPO industry and took the role of a communications trainer and a customer experience coach. She was certified as a DELL Customer Experience Coach, was a DELL Elite awardee and handled three accounts as an assistant training manager.

Gem became one of the Content and Delivery Consultant for the Information Technology and Business Process Outsourcing Association of the Philippines (IBPAP) for Advanced English Proficiency Program for Teachers (AdEPT).

In 2013, Gem became the Head of Human Resources and Recruitment and sourced virtual assistants to clients in the Southwest Pacific.

Currently, Gem is the Managing Director for OSA Training and Education.

Skills and Certifications



Core Competencies & Specializations

- **Training:** Communication, Customer Service, Leadership Development, Change Management, Emotional Competence, Coaching and Mentoring, Team Managing and Effectiveness
- **Education:** Content Development, Methodology and Strategies, Trainer Certification
- **Coaching:** Relationship management, mindfulness

Award

- 2006, Dell Elite Awardee
- 1999, Perfect Attendance Award for 4 Years

Main Client Assignments

- **Consulting / Associations:** Knowledge Group of Companies

"Gem is very efficient, sincere, and wonderful. We at Bahaghari will always be grateful for the impact that she and the team have left in our training. More power to all your endeavors!"

-Bahaghari Advocacy



Professional Experience

2003



Speech and Stage Arts Teacher

2005



Voice and Accent Product Support Trainer

2007



Customer Experience Coach

2009



Teleperformance

Training Manager

2013



Human Resources and Recruitment Head

2015 - Present



Managing Director for Training and Development

Education



Bachelor in Secondary Education major in English



"Gem is effective in her craft and is highly recommended."

-Melissa Daniels, Training Manager