



247SECRETARY.COM

Offshore Workforce Solutions

COMPANY PROFILE

YOUR PREMIER PARTNER
FOR BPO EXCELLENCE



24/7 SECRETARY

Contact Us
1-352-282-2376

**PO Box 773642
Ocala, FL 34477**

More Information
247secretary.com

Send us Email
admin@247secretary.com



MISSION

At 24/7 Secretary, we are committed to delivering world-class Business Process Outsourcing (BPO) services while fostering employee empowerment through impact sourcing. Our mission is to provide exceptional support to our clients, leveraging cutting-edge technology and highly skilled personnel, all while making a positive social impact by empowering individuals in our community.

VISION

24/7 Secretary has the vision to redefine excellence in BPO services by delivering exceptional quality at a cost effective rate. We are dedicated to a vision of net community improvement through impact sourcing, enriching the lives of individuals in our local and global communities while driving positive social change.

CORE VALUES

Community, Commitment, and Compassion

Community: At 24/7 Secretary, we believe in the power of people. Our success is intertwined with the well-being of our community.

Commitment: Our commitment to excellence is unwavering. We are dedicated to providing top-notch BPO services to our clients, going above and beyond to meet and exceed their expectations.

Compassion: Compassion is at the heart of our operations. We approach our work with empathy and understanding making a positive impact in the lives of all whom we serve.





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Key Highlights:

- Cost Efficient BPO Services
- Reliability & 24/7 Continuity
- On-Site Agents Only
- Outstanding Employee Experience
- Impact Sourcing: Making a Difference
- Flexibility and Scalability to Adapt Seamlessly



ABOUT US

24/7 Secretary is a premier offshore BPO headquartered in Ocala, Florida with delivery centers in the Philippines.



We specialize in remote workforce solutions for contact centers and comprehensive office support services.

Our skilled agents are driven by a strong sense of community, commitment, and compassion.



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LOCATION

24/7 Secretary operates offshore brick and mortar facilities located in Cavite, Philippines.

Cavite is located south of Manila and has a rich BPO culture.

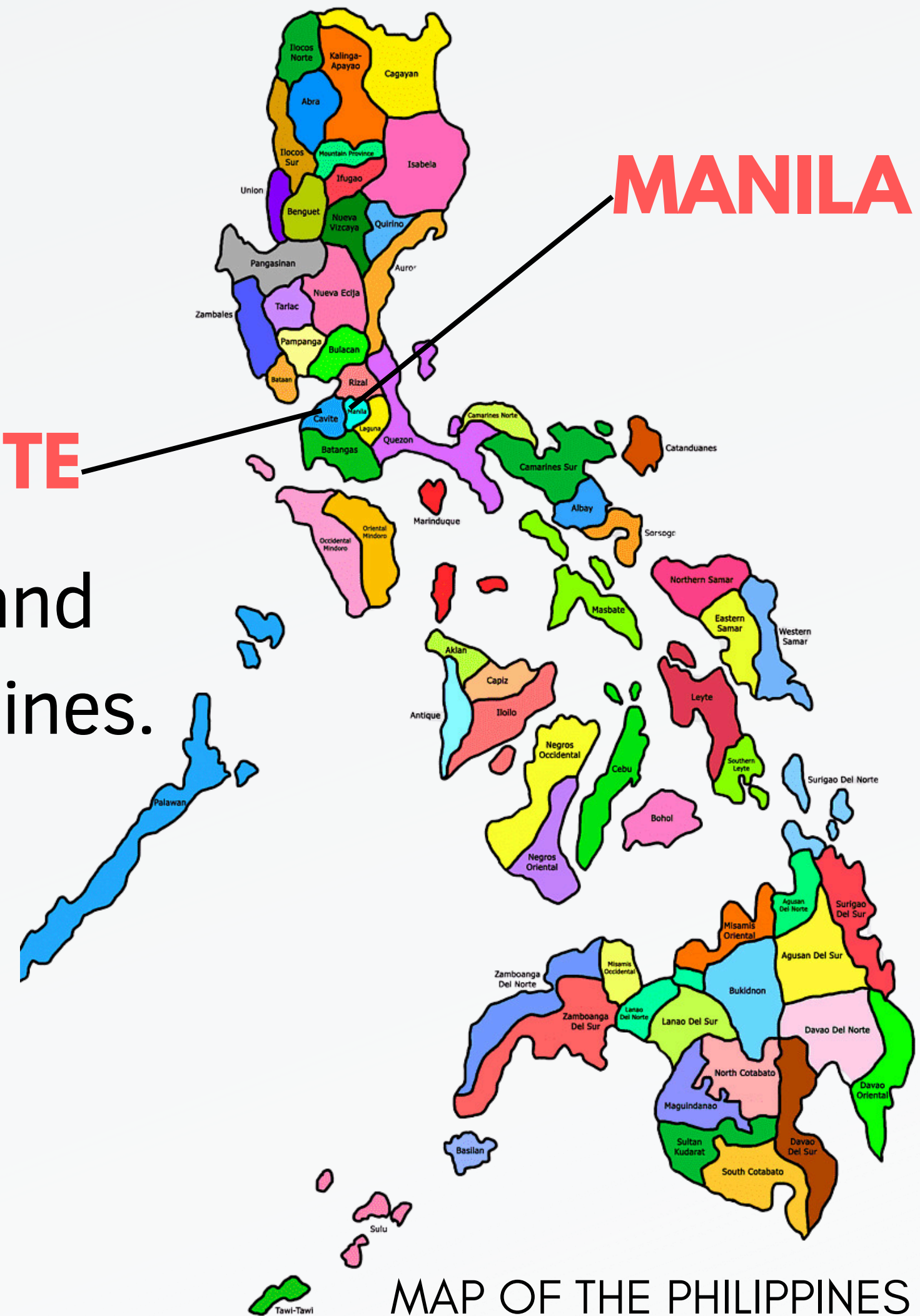


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CAVITE

MANILA



MAP OF THE PHILIPPINES

SITE

- 150 Active Seats
- Up to 600 Seats Capacity
- Brick and Mortar Facilities
- Cement Poured Structure
- Sound and Weather Proof
- 24-Hour Continuity Crew
- High Speed Fiber Internet
- CCTV Monitored



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TECH AND UTILITY SPECIFICS

24/7 Secretary features state-of-the-art infrastructure with advanced technology. All facilities have triple redundant high-speed fiber internet, backup generators, and a 24-hour maintenance crew to ensure uninterrupted services and continuity.



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ACCESS TO TRANSPORTATION

- 95% of our agents live within walking distance of the facility.
- Tricycle service is available 24/7.
- Jeepney, Taxi, & Ride Share are available throughout the area.
- Long distance Van and Bus Terminals are nearby.



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CLIENT VERTICALS

- 24 Hour Transportation Dispatch
- Automotive Manufacturing Recalls
- Automotive Service Center Support
- E-Commerce Support
- Retail Manufacturing Support
- Pest Control Customer Support
- Medical Clinic Customer Support



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RECRUITMENT

The Philippines has a vast and long standing BPO culture. Cavite has thousands of experienced BPO agents living in the local area. 24/7 Secretary is able to recruit 50 to 100 agents per week.



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OUR LEADERS



Nathan Muniz

Owner

18 Years In
Business

University of
Hawaii



Amy Barba

Co-Founder

Chief Human
Resources
Officer

Olivarez College



Vivian Villaruel

General Manager

23 Years Management
Cebu Pacific Airlines

Polytechnic University
of the Philippines



Jim Trimboli

CFO

30 Years CPA
Experience

Gonzaga
University

MANAGEMENT STAFF



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**Ric
Bulandos**

Chief
Technology
Officer



**Arlyn Joy
Legaspi**

Chief
Marketing
Officer



**Candida
Remollo**

Chief
Customer
Officer



**Mary
Gonzaga**

Team Leader



**Maria
De Jesus**

Team Leader



**Charwin
Gaylawan**

Team Leader

HUMAN RESOURCE PROCEDURES

1. Identify job roles.
2. Focus on community impact by tapping into the local BPO talent pool.
3. Advertise job openings.
4. Streamline application process.
5. Interview prospective employees.
6. Shortlist prospective employees based on talent and experience.
7. Offer competitive Compensation & Benefits.
8. On boarding & introductory training.
9. Provide ongoing support and development.
10. Monitor recruitment success.



Amy Barba
Chief HR Officer



Vivian Villaruel
General Manager



GROWTH

247 Secretary has the current real state footprint to expand operations up to a 600 seat capacity. As your business partner we are fully equipped to scale alongside you, ensuring seamless continuity and unwavering support.



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EMPLOYEE EXPERIENCE



At 24/7 Secretary, most of the employees live within walking distance of the company's contact center. Our agents are not only co-workers they are also neighbors who grew up together.



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IMPACT SOURCING

24/7 Secretary is committed to providing local employment opportunities & contributing to net community improvement.



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COST-EFFECTIVE



Outsourcing BPO operations with 24/7 Secretary can be a very cost-effective solution as compared to maintaining an in-house team.



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