

**CRISES
DON'T
KILL US**

**THEY JUST
MAKE US
STRONGER**

ASIA BPM FORUM²⁰²¹

THE BPO | SHARED SERVICES EVENT

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THURSDAY, MARCH 25 - 10:30AM - 12:00PM
STREAMING LIVE VIA **ASIA CEO FORUM FACEBOOK PAGE**

Event Program

10:30 | Invocation

10:35 | Introduction – Richard Mills



10:40 | **Victor Aliwalas**

Vice Presiden and Head, CRM
PLDT Enterprise

WELCOME REMARKS: Victor oversees the BPO and shared services segment of the nation's dominant telecom provider.





10:35 | **Charito Plaza**

**Director General
Philippine Economic Zone Authority (PEZA)**

PRESENTER: Charito is responsible for promoting investments, granting incentives and facilitating business operations of investors in almost 400 export-oriented IT Parks and Manufacturing Economic Zones throughout the country. She is also one of the authors of the Special Economic Zones Law that created PEZA and principal author of the law creating the Caraga Region. As a lawmaker, she previously served as chair of the tourism committee and public information committee and as vice chair of the national defence committee of the House of Representatives.



10:45 | **Mark Lyndsell**

**Global CEO, English Region
Transcom**

PRESENTER: Mark has over 25 years of experience within the telecom and BPO space, 12 years of which is with Transcom. He currently oversees global operations stretched across the United States, Canada, the UK, the Philippines and more recently, Colombia. Within the Philippines alone, Transcom is considered a high performance operation with more than 10,000 employees.





11:05 | **Parikshat Nagpal**

**Chief Operating Officer, Philippines & Australia
Startek**

PRESENTER: Parikshat oversees upward of 5,000 employees across the Philippines and Australia. He has spent more than 20 years in the business process outsourcing and financial services sectors with premier companies like Teleperformance, American Express and Genpact.



11:15 | **Josef Werker**

**Managing Director
Penbrothers**

PRESENTER: Josef serves start-ups and SME companies across the world to help them build and grow teams based in the Philippines. Clients have included Ninja Van, Carousell, Shopback, SGAG, Lalamove, OYO, Bytedance and Hopper.



11:25 | **Rajiv Dhand**

**Regional Vice President APAC
Telus International**

PRESENTER: Rajiv oversees operations in China, India and Philippines. He has 16 years of experience with Telus International and has a broad and diverse depth of knowledge when it comes to providing exceptional customer service to some of the most demanding and reputable global brands.



**11:35 | Celeste Ilagan****Senior Vice President
Spi Global**

PRESENTER: Celeste oversees global marketing, corporate communications and external affairs for the global leader in content technology and content solutions for industries including education, research, media and retail and large corporates. Spi Global has 19 delivery centers in 6 countries. Celeste previously spent 20 years with the Board of Investments and played an important role in making Philippines a premier global destination for BPO/Shared Services. Celeste sits on the Board of Trustees for IT and Business Process Association of the Philippines (IBPAP).

**11:45 | Samir Kumar****Executive GM & Head Global Shared Service Centres
QBE Insurance**

PRESENTER: Samir has led large service delivery teams driving global solution sales and managing global migrations and change programs. He was previously Managing Director at JPMorgan Chase. Samir has held assignments across India and the United States and has past senior level roles with Deutsche Bank, IBM, GE Capital, and S&P.

**11:55 | Andres Ortola****Country General Manager
Microsoft Philippines**

PRESENTER: Andres is responsible for leading for all product lines and services to help accelerate digital transformation in the Philippines. Previously, he led enterprise business for Microsoft Singapore. Originally from Argentina, Andres has 20 years of IT industry experience across South America, the Middle East and Asia.

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12:05 | **Arthur Nowak**

**Senior Vice President, Asia Pacific Operations
TTEC**

PRESENTER: Arthur leads 25,000+ employees as the Country Manager for the Philippines, India, Australia, and New Zealand. He is concurrently head of global training and leadership development for TTEC and pioneered a global culture and strategy transformation, known as CultureCX.



12:15 | **Amit Jagga**

**Senior Vice President, Country Manager
Concentrix**

PRESENTER: Amit is a seasoned leader with 20 years experience within Concentrix. With over 90,000 staff, Concentrix is the largest private sector employer in the Philippines. Amit previously led CRM business at Concentrix India with end to end responsibility for 20000+ people and 50+ customers.



Mitzi Borrromeo

Celebrity News Anchor

MODERATOR: Mitzi is a multi-awarded TV broadcast journalist formerly with CNN Philippines. She has over two decades of media and communications experience with media networks, non-government organizations, and corporations focused on conservation and sustainable development.

12:25 | Question + Answer Session

12:55 | Closing – Rebecca Bustamante

