

PRESENTED BY

 Payoneer

WE DIDN'T COME
THIS FAR TO **ONLY**
COME THIS FAR

ASIA
BPM
FORUM 2023
BPO | SHARED SERVICES

WEDNESDAY, AUGUST 30 - 8:30AM
LIVE AT THE MANILA MARRIOTT

Event Program

08:30 | Invocation

08:35 | Introduction – Richard Mills



08:40 | **Monique Avila**

*Senior Director of Customer Success - APAC Region
Payoneer*

PRESENTER: Monique has spent the past 6 years with Payoneer and is a big reason for the company's success in the Philippines. Payoneer is one of the world's most successful digital commerce companies. It has raised more than \$265 million from global investors such as Blackrock, Vanguard and Temasek.

*Asia BPM Forum 2023
We didn't come this far to only come this far.*



**09:00 | Irwin Bustamante**

**Country General Manager
TPG Telecom**

PRESENTER: Irwin oversees Philippine operations for TPG Telecom, one of Australia's largest telecommunication companies with a number of leading mobile and internet brands including Vodafone, TPG, iiNet, Internode, Lebara, AAPT and felix. He is known as an important industry leader with past senior roles at global industry players like Sitel, Concentrix, IBM and Teletch.

**09:15 | Eric Kaufman**

**Senior Business Development - APAC Region
lbex.connect**

PRESENTER: Eric is one of the region's most senior contact center leaders. He previously led his company's fast-growing operations in the Philippines to stellar success. He is a past board member of the Contact Center Association of the Philippines (CCAP) that represents more than 80% of the country's call center seats. Eric has worked in senior leadership positions across the USA and Asia.





09:30 | **Jurgen Tanpho**

**General Manager, Asia
Amdatex**

PRESENTER: Jurgen oversees a diverse organization providing business process solutions, document management, legal data solutions and voice services across Asia to global clients. Jurgen previously spent many years with Innodata Isogen in senior roles in the Philippines and USA.



09:50 | **Arnab Ray**

**Senior Vice President APAC - Engage
TTEC**

PRESENTER: Arnab calls himself the Chief Enabler & Talent Developer of his company. TTEC has more than 23,000 employees in the Philippines and is known as one of the nation's most progressive employers. Arnab was previously many years with Genpact as SVP and COO.



**10:10 | Haidee Enriquez****Chief Executive Officer
MicroSourcing, Beepo**

PRESENTER: Haidee oversees one of the most talked about high growth organizations in the nation. She was previously responsible for 25,000 people at global outsourcer, Sitel. She comes from a strong HR leadership background and transitioned to executive leadership. She also led expansion projects in greenfield areas and partnership initiatives. Haidee is winner of People Manager of the Year award from the People Management Association of the Philippines (PMAP).

**10:30 | Ayhee Campos****Senior Regional Head, Philippines and Malaysia
Infosys BPM**

PRESENTER: Ayhee is a key leader with 20 years experience in the country's booming business process management sector. She is Vice Chair of the IT & Business Process Association of the Philippines (IBPAP) and past Board Member of the Contact Center Association of the Philippines (CCAP). Ayhee previously had senior roles in respected companies like Accenture, PacificHub, eTelecare. As regional head of Infosys, she is part of one of the world's most important information technology companies with upwards of 350,000 employees in 247 locations across 54 countries.





10:50 | **Amit Jagga**

*Senior Vice President & Country Leader
Concentrix*

PRESENTER: Amit is a seasoned leader with 20 years experience within Concentrix. With over 100,000 staff, Concentrix is the largest private sector employer in the nation. Amit previously led CRM business at Concentrix India with end-to-end responsibility for 20000+ people and 50+ global customers.

11:10 | Speaker Q+A Panel Session

11:30 | Closing

