



Event Program

MORNING SESSION

09:00 | Welcome – Richard Mills



09:15 | **Victor Tria**
*First Vice President & Head
PLDT Enterprise*

OPENING REMARKS



09:20 | **Arthur Nowak**
*Senior Vice President, Asia Pacific Operations
Teletech*

PRESENTER: Arthur is President and General Manager of the Teletech operations Philippines, Australia, and New Zealand entities. He is also global head of Training and Leadership Development responsible for building the skills of over 50,000 employees in the world.

TOPIC: Employing a Human Approach to Automation in Omnichannel Customer Experiences





09:45 | **Elek Toth**

*Country Leader
Concentrix*

PRESENTER: Elek is one of the most experienced industry leaders with regional experience across Asia managing large multi-site operations for both captive and third-party organizations.

TOPIC: Protecting Our Future



10:10 | **Haidee Enriquez**

*Head of Countryside Operations
Sitel*

PRESENTER: Haidee has one of the most stellar industry careers in the recent history of Philippines. She is currently oversees all regional operations of Sitel. Previously, she was responsible for Asia Pacific regional HR and recruiting across the entire global organization.

10:35 | Break



10:45 | **Victor Aliwalas**

*Vice President - Head CRM
PLDT Enterprise*

PRESENTER: Victor oversees the BPO and shared services segment of the nation's dominant telco.



10:45 | **Sharath Keshavanarayana**

*Cofounder & Chief Revenue Officer
ObserveAI*

PRESENTER: Sharath leads all go-to-market functions at his California-based AI company that automates customer support and quality processes with deep learning and NLP technologies. He previously led SE Asia operations for Practo, the world's leading healthcare app.





11:10 | **Ravi Agarwal**

*Founder and CEO
engageSPARK*

PRESENTER: Ravi is a serial entrepreneur who founded three companies in Boston, one of which is publicly traded in the US on NASDAQ. Ravi is an angel investor in the US and Asia, including an investor in 500 Startups. He moved to the Philippines four years ago to found engageSPARK, a communications automation platform used in 120+ countries by global businesses such as Facebook and Google, and international NGOs such as UNICEF. In the Philippines, some of the largest BPOs such as Convergys, use the platform for Recruitment Automation.

TOPIC: Recruitment Automation for Revenue

11:35 | Panel Question Period

12:00 | Lunch



AFTERNOON SESSION



01:30 | **Jocelle Batapa-Sigue**

Trustee and Past Chair

National ICT Confederation of the Philippines (NICP)

MODERATOR: Jocelle has played a key role in boosting the ICT-BPM Industry in the Philippine countryside at NICP, the national organization of ICT Councils.

PANELISTS



Mayor Francis Garcia

Mayor, Balanga City

Province of Bataan



Mayor John Bongat

Mayor, Naga City

Province of Camarines Sur



Tony Del Carmen

President, National ICT Confederation of the Philippines

President, Laguna Industry Network for Knowledge, Innovation and Technology (LINK-IT)





02:00 | **Christophe Vicic**

Country Head
JLL Philippines

PRESENTER: Christophe is one of the most senior leaders in his global company who chose to relocate to Philippines after many years as head of JLL's large Russia and CIS operations.

TOPIC: The Future of Work



02:25 | **Siva Subramaniam**

Managing Director
Customer Persona Simplified Asia Pacific

PRESENTER: Siva is former Regional General Manager of Asia Pacific, Canada, USA & UK for Transcom and grew the company's operations from 1400 employees to 12,000 through a combination of superb operational leadership and salesmanship.

TOPIC: Customer Experience – Listen or Silent

02:50 | Break



03:00 | **Sean Mather**

Chairman
AusContact Association

PRESENTER: Sean oversees the contact center industry association of Australia and has 25 years experience in the contact center sector. He also leads Asia Pacific for Call Design Pty Ltd.

TOPIC: What is driving the Australian market





03:25 | **Joey Gurango**

*Managing Director
Gurango Software*

PRESENTER: Joey is considered one of the nation's highest profile technology leaders. He started his career with Microsoft and was one of the creators of Excel. He is also past President of the Philippine Software Industry Association.

TOPIC: 3 Technologies that can Kill or Resurrect Businesses

03:50 | Panel Question Period

04:45 | Networking & Closing - Rebecca Bustamante

PANELISTS



Jas Anand

*Country Manager
Asiatel Outsourcing*

PANELIST: Andy is one of a growing number of Asia region companies providing both captive and BPO services with delivery centers in Philippines and Indonesia.



Keith Jones

*Director
Global CreditPros*

PANELIST: Keith has been a key leader in the outsourcing sector in the Philippines, over the past decade. He has enhanced his exceptional leadership expertise via his research work on Sustainable Excellence.





AJ Rocero

*Area Director
Regus Philippines*

PANELIST: AJ is the second most senior leader at Regus, the nation's largest provider of flexible real estate solutions for growing businesses.

MODERATOR



Quintin Pastrana

*News Anchor
ANC (ABS-CBN Business News)*

MODERATOR: Quintin is considered one of the nation's most prominent business and political journalists and producers.

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