



Event Program

MORNING SESSION

09:15 | Opening – Richard Mills



09:20 | **Vic Tria**

*First Vice President and Head
PLDT ALPHA*

WELCOME REMARKS: Vic is responsible for the success of all top tier enterprise customers and is especially fond of BPO/Shared Services companies. He is also Enterprise Head of PLDT Global, present in the USA, UK, Hongkong, Singapore and Australia.



09:25 | **Monchito Ibrahim**

*Executive Consultant
Dept. of Information and Communications Technology (DICT)*

PRESENTER: Mon is past UnderSecretary of DICT and Deputy Executive Director of the Information and Communications Technology Office (ICTO) and Commissioner of the CICT.

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09:40 | **Jonathan de Luzuriaga**

CEO

Spring Valley Tech

PRESENTER: Jonathan is building the largest technology hub in the Philippines and the country's answer to Silicon Valley USA. He is also President of the Philippine Software Industry Association and considered one of the nation's most influential tech leaders.



10:00 | **Haidee Enriquez**

**General Manager - Countryside
Sitel**

PRESENTER: Haidee oversees all Sitel operations outside of Metro Manila (7 sites with up to 9,000 employees). She also leads expansion projects in greenfield areas and partnership initiatives. She was previously head of global talent acquisition with 600 people reporting and HR Head for Asia Pacific. Haidee is winner of People Manager of the Year award from the People Management Association of the Philippines (PMAP).

10:20 | Break



10:30 | **Noya Terrado**

**Country Head
Legato Health Technologies**

PRESENTER: Noya oversees a fast growing global in-house center, a leading US healthcare insurance company after serving as UnderSecretary for the Department of Trade and Industry (DTI). Previously, she was the long-term and highly successful Country Manager of global IT services firm, Headstrong.

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10:50 | **Amitt Sharma**

Head of Customer Success
observe.AI

PRESENTER: Amitt is responsible for sales, marketing, customer success and support operations for one of the world's leading Enterprise Artificial Intelligence companies. His Y-Combinator-backed Silicon Valley-based company is funded some of the highest profile tech financiers.



11:10 | **Derek Gallimore**

Founder and CEO
Outsource Accelerator

PRESENTER: Derek has built the what is said to be the world's largest platform and marketplace for outsourcing. It specifically promotes Philippines outsourcing to the world.

11:30 | Panel Question Period

12:00 | Lunch



AFTERNOON SESSION



01:30 | **Christian Lim**

Country COO
Microsoft

PRESENTER: Christian heads the marketing and business operations group of Microsoft Philippines. He is responsible for driving GTM for all Microsoft products covering all segments: SMB, Enterprise, and Consumer. Christian is the most recent winner of the Young Leader of the Year at Asia CEO Awards 2018.



01:50 | **Jocelle Batapa-Sigue**

Co-Founder and Past Chair
National ICT Confederation of the Philippines (NICP)

PRESENTER: Jocelle is energetic. She pioneered the clustering of NICP and served as lead convenor of the Visayas ICT Cluster Organization (VICTOR). She was past winner of Asia Society Top Ten Philippines 21 Fellow and Eisenhower Fellow of the Philippines. Jocelle was named Individual Contributor of the Year at the International ICT Awards. She developed the Negros First CyberCentre and the first Technology Business Incubator (TBI) for tech startups in the province.



02:10 | **Philip Murphy**

Vice President Operations, Asia
Teletech

PRESENTER: Philip has 22 years of contact centre industry experience, and has led both outsourced and in-house operations for clients in the Philippines, Australia, and the U.K. Over the course of his career, he has worked with leading companies in the telecommunications and finance industries, helping them manage business transformation projects and systems migrations.

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02:30 | Break



02:45 | **Elek Toth**

Country Leader
Concentrix

PRESENTER: Elek is one of the region's most experienced leaders. He previously oversaw substantial shared services operations for AIG and BPO operations for NCO Group. He similarly has outsized experience in the Philippines, India, Malaysia, the USA and other countries. After a giant merger with Convergys, Concentrix is poised to be the largest private sector employer in the nation.



03:05 | **Joel Litman**

President and CEO
Valens Research

PRESENTER: Joel oversees a global investment research and analytics firm with large operations in the Philippines. He is a member of the Board of Directors of COL Financial Group, a leading brokerage firm in Asia. He appears on CNBC, Forbes.com, Harvard Business Review, among many others.

03:25 | Panel Question Period



PANELISTS



AJ Rocero

Country Director
Regus

PANELIST: AJ is a key leader in the largest flexible workspace empire in the country. The Philippines is the fastest growing country for flexible office space in the world at Regus.



Patrick Gentry

Founder and CEO
Sprout Solutions

PANELIST: Patrick is focused on helping companies grow by automating their payroll, HR and recruitment processes. His fast growing HRTech company has won various competitions including Founder of the Year at the most recent Philippine Rice Bowl Awards.

04:00 | Closing & Networking – Rebecca Bustamante

