



Event Program

MORNING SESSION

09:15 | Opening – Richard Mills



09:20 | **Vic Aliwalas**

***Vice President and Head, Customer Relationship Management
PLDT Enterprise***

WELCOME REMARKS: Vic is responsible for serving the important outsourcing and offshoring sectors of PLDT Enterprise. He has many years of sales experience in financial services and banking, publishing and, especially, software/IT, BPO and Shared Services. After working in the US, he returned to the Philippines and worked with Transcom overseeing business development for the Asia Pacific region.





09:30 | **Celeste Ilagan**

**Senior Vice President, Global Marketing and External Affairs
SPi Global**

PRESENTER: Celeste is responsible for building the SPi Global brand on a worldwide level across private and public sectors. She previously spent 20 years with the Board of Investments where she was Executive Director of the well-respected Investments Promotion Group that played an important role in making Philippines a premier global destination for BPO/Shared Services. Celeste sits on the Board of Trustee, IT and Business Process Association of the Philippines (IBPAP).



09:55 | **Sharron Ravalo**

**Global Head of Global Services Site Operations
Johnson & Johnson**

PRESENTER: Sharron oversees sites and locations across EMEA, LATAM, ASPAC, NA and leading regional teams that enable a consistent and positive experience for her employees. Johnson & Johnson is the world's largest and most broadly based healthcare company with 130,000 employees.



10:20 | **Jerry Trenas**

**Mayor
Iloilo City**

PRESENTER: Jerry is the well-liked Mayor of a key growth city for BPO/Shared Services. He has played a key role to develop his city's infrastructure and general capabilities. Iloilo City is strategically located at center of the Philippine archipelago and is the center of economic activity, educational achievement and government in the region. Jerry is on his fourth term as Mayor.

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10:45 | Break



11:00 | **Christophe Vivic**

Country Head
JLL Philippines

PRESENTER: Christophe sees opportunities for BPO/Shared Services organizations to adopt a Co-working/Co-Living/Co-Storage model for employees. Companies see dramatic improvements in recruitment and retention since skilled workers no longer spend hours per day in transit and enjoy quality lifestyles living close to work and city amenities.



11:25 | **Jill De Jesus**

Country Leader
CGI

PRESENTER: Jill began her career as a young IT developer. She now oversees a groups in Service Desk, Application Management and Business Process Services supporting global operations. Jill is also responsible for CGI Southeast Asia composed of Philippines, Malaysia and Singapore.



11:50 | **Keith Jones**

Chief Experience Officer
Global CreditPros

PRESENTER: Keith runs one of the fastest growing fintech companies taking the headache of managing employee lending and salary advances away from employers. He was formerly one of the most senior CRM executives in Asia and led teams across the US, Hungary, Thailand and Philippines.

11:50 | Panel Question Period

12:15 | Lunch

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AFTERNOON SESSION



01:30 | **Vince Dizon**

President and CEO

Bases Development and Conversion Authority (BCDA)

PRESENTER: Vince oversees one of the key agencies driving “Build Build Build,” the government’s infrastructure program that is the most ambitious in the country’s history. BCDA engages in public-private partnerships for tollways, airports, seaports and other nation-building developments. Vince is also appointed Presidential Advisor for Flagship Programs and has many years of senior political experience.



01:55 | **Patrick Gentry**

CEO

Sprout Solutions

PRESENTER: Patrick co-founded what has become the country dominant HR and payroll automation company. Sprout Solutions works with many of the nation’s largest employers to modernize, and simplify HR processes for employees.



02:20 | **Rishi Pradhan**

CEO – Philippines, Malaysia

Conduent

PRESENTER: Rishi oversees large regional operations across Metro Manila, Cebu and Malaysia engaged in diverse high-value services for global clients. Rishi has many years of senior experience with premier global companies like Xerox, IBM, iQor and Genpact.

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02:45 | Break



03:00 | **Eric Kaufman**

Senior Vice President, Asia Pacific
Ibex. 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. Eric is a prominent board member of the Contact Center Association of the Philippines (CCAP) that represents more than 80% of the country's call center seats.



03:25 | **Max Armbruster**

Chief Executive Officer
Talkpush

PRESENTER: Max Armbruster is the founder and CEO of Talkpush, the leading Conversational Recruitment Software. He is a serial entrepreneur based between San Francisco and Hong Kong and has sold his last three companies, most recently a recruitment SaaS company. Max has 18 years of international experience in the US, Europe and Asia, and has held strategic roles at SAP, CNET Networks and AT Kearney.



03:50 | **Haidee Enriquez**

Chief People Officer - Philippines, Australia, New Zealand
Sitel

PRESENTER: Haidee oversees a large business group for Sitel with upwards of 25,000 people in Philippines alone. She was previously head of operations for all locations outside Metro Manila. Haidee is winner of People Manager of the Year award from the People Management Association of the Philippines (PMAP).

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03:50 | Panel Question Period

04:30 | Closing & Networking – Rebecca Bustamante

PANELISTS



AJ Rocero

Country Director
Regus | Spaces

PANELIST: AJ has helped large numbers of BPO/Shared Services providers enter the country at her modern shared office facilities. Regus | Spaces is the largest provider of shared office space in the world.



David Almirol

CEO
Multisys Technologies

PANELIST: Dave empowers a broad range of organizations to bring them to the next level in technology. Multisys is considered the country's most important tech provider with more than 2,000 clients in the private and public sector. He recently sold 45% of his company's shares to an investor for Php2.14 billion.



Elek Toth

Former Country Leader
Concentrix

PANELIST: Elek is one of the region's most experienced leaders. He recently oversaw 70,000+ people at Concentrix, currently the nation's largest private sector employer.

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