



Event Program

02:00 | Introduction – Richard Mills



02:10 | **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.



02:20 | **Jovy Hernandez**

*President & CEO, ePLDT
SVP & Head, Enterprise – PLDT & Smart
Multisys Technologies*

PRESENTER: Jovy is one of the youngest and most senior leaders in the telecommunications industry in Asia.

*Asia CEO Forum Online
Byanihan: Sacrifice in Time of Crisis*





02:30 | **David Almirol**

CEO

Multisys Technologies

PRESENTER: Dave is a programmer who empowers multiple eBusiness and eCommerce companies, one of them is Bayad Center which is now integrated to more than 40,000 payment channels. Dave built the most dynamic advanced systems research and development team with more than 200 IT experts. His company recently sold 45% of its shares to an investor for Php2.14 billion.



02:40 | **Guillermo Eleazar**

Police Lieutenant General, Deputy Chief for Operations

Commander JTF COVID Shield

Philippine National Police

PRESENTER: General Eleazar is considered one of the nation's most powerful law enforcement leaders. As head of the government's Joint Task Force COVID Shield he oversees a huge enforcement effort encompassing many thousands of armed personnel from the Philippine National Police, Armed Forces of the Philippines (AFP), Philippine Coast Guard (PCG) and the Bureau of Fire Protection (BFP). General Eleazar was previously Police Chief of Metro Manila and made a name for himself in the media for his stringent efforts of PNP's internal cleansing.

02:50 | Question Period

03:10 | Closing – Rebecca Bustamante

