

# Belcesar "Jong" Eroy Jr.

Business Manager · Technical Account Manager · AI Product Builder

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## PROFESSIONAL PROFILE

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Technical Account Manager and support-operations leader with 15+ years across CCaaS/SaaS, BPO, and telecom — troubleshooting software, owning customer success, and running day-to-day technical operations. Owned enterprise accounts and telecom compliance (TCPA, 10DLC, carrier provisioning) at NICE CXone and Textel/Capacity, and now lead DevOps and software-development teams as Business Manager. Agentic-AI certified and a hands-on AI product builder; Lean/Six Sigma Black Belt who turns complex technical requirements into clear, compliant outcomes for non-technical stakeholders.

## SELECTED ACHIEVEMENTS

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- Onboarded 90+ business brands to TCPA/10DLC messaging compliance — brand & campaign registration, opt-in/opt-out, and carrier vetting.
- Drove Sono Bello's AI-SMS program, publicly credited by Capacity with \$1.5M incremental monthly revenue, a 9% show-rate lift, and ~500 added monthly appointments.
- Managed up to 30 accounts at NICE CXone during team attrition; owned a book of 9 enterprise accounts (\$100M–\$21B revenue) at Capacity.

## CORE COMPETENCIES

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**Technical:** Software troubleshooting & technical support, SaaS/cloud (CCaaS) application support, AI tools, APIs & product development, system & carrier integrations (Twilio, Bandwidth), proactive system monitoring

**Operations:** Workflow automation & process improvement (Lean/Six Sigma Black Belt), telecom compliance (TCPA/10DLC/CTIA), SLA & escalation management, KPI/performance tracking, technical documentation & SOPs

**Leadership:** Cross-functional team leadership, C-level & stakeholder management, customer success & retention, coaching & mentoring, translating technical concepts for non-technical audiences

## PROFESSIONAL EXPERIENCE

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### Business Manager — XP-Plus Solutions Incorporated

Cebu City, Philippines · Jul 2025 – Present

- Lead DevOps and software-development teams to deliver robust, high-quality products.
- Drove a corporate asset-tracking overhaul, AI platform optimization, and a full website revamp.
- Strategic partner and right-hand to the CEO/Co-Founder on high-level decision-making.
- Direct cross-functional teams across Operations, Sales, Marketing, and E-Commerce with high engagement and low attrition.
- Applied Lean/Six Sigma to streamline workflows, improving AHT, service quality, and ROI.

### Technical Account Manager — Textel by Capacity

Remote — St. Louis, MO, USA · Mar 2023 – Mar 2026

- Owned 9 strategic enterprise accounts (\$100M–\$21B revenue) across foodservice, healthcare, pest control, and UK logistics.
- Onboarded 90+ business brands to messaging compliance: TCPA, 10DLC brand/campaign registration, opt-in/opt-out, and carrier vetting.
- Drove Sono Bello's AI-SMS program, credited with \$1.5M incremental monthly revenue, a 9% show-rate lift, and ~500 added monthly appointments.
- Coordinated number provisioning, porting, RespOrg management, and carrier integrations (Twilio, Bandwidth); primary liaison for escalations.

### Financial Wealth Manager / Planner — FWD Life Insurance Corporation

Philippines · Dec 2018 – Present · commission-based

- Licensed insurance agent and financial advisor (Philippine Insurance Commission).
- Run client needs analysis via the FWD Cube platform; oversee policy processing and compliance documentation.
- Recruit, mentor, and lead a team of financial advisors to exceed sales targets (Manager since 2025).

## **E-Commerce Manager — XP-Plus Solutions Incorporated**

*Cebu City, Philippines · Mar 2023 – Jul 2025*

- Scaled multi-channel e-commerce (Amazon, Shopify, marketplaces), driving revenue and marketplace expansion.
- Led Amazon Seller/Vendor Central: catalog optimization, listing SEO, A+ content, pricing, and compliance.
- Ran data-driven PPC (Amazon Ads, Google Ads); product research with Helium 10 and Jungle Scout.

## **Technical Account Manager — NICE inContact (CXone)**

*BGC, Taguig City, Philippines · Jun 2020 – Mar 2023*

- Entrusted with up to 30 accounts, scaling from a smaller book by absorbing accounts during team attrition.
- Managed public-service contact centers: 211/United Way information lines, municipal 311 (City of Windsor, Canada), and regional 211s (e.g., Hudson Valley) across the US and Canada.
- Owned the customer relationship from go-live as their advocate; mix of SMB and Premier, direct and partner accounts (NA + APAC).

## **Technical Support / Technical Account Manager — Telesero Cloud Services**

*Remote — New York, USA · Dec 2019 – May 2020*

- Managed implementations and escalations; optimized call-center software, restored service, and improved customer satisfaction.

## **EARLIER EXPERIENCE**

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- Technical Coach & Product Specialist — Lexmark Research & Development Corporation, Cebu · 2009 – 2018
- Trainer / Technical Support (SME) — Concentrix (Convergys / e-Telecare), Cebu · 2007 – 2008
- Administrative Specialist — Innove Communications, Cebu · 2006 – 2007
- Material Handler — Teradyne Philippines Ltd., Lapu-Lapu · 2005

## **EDUCATION**

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**Bachelor of Science in Industrial Engineering — University of San Jose – Recoletos (2000 – 2005)**

## **LICENSES & CERTIFICATIONS**

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- Agentic AI and AI Agents: A Primer for Leaders — Vanderbilt University
- Six Sigma Black Belt — LinkedIn Learning
- Managing Technical Professionals — LinkedIn Learning
- Guthrie-Jensen 5-Day MBA Course — Guthrie-Jensen
- Foundations to Leadership eXcellence (FLeX) — FWD
- The Pacesetter — LIMRA (Certified)