

# GILLIAN PAULINE SIBAL

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## PROFILE

Passionate about transforming workplace experiences through strategic initiatives and inclusive programs. I lead global teams in designing employee-focused solutions that drive satisfaction and business outcomes. My expertise spans engagement programs, event management, DEI initiatives, and cultural transformation, with focus on creating meaningful workplace experiences."

## LINKS

[LinkedIn](#) [Portfolio](#)

## WORK EXPERIENCE

**Employee Experience Program Manager & Site Coordinator, Amazon Operation Services Philippines, Inc.**

JUNE 2024 – PRESENT

### GLOBAL EMPLOYEE EXPERIENCE PROGRAMS

- Spearheaded annual Career Skills Summit program (2023-2024) reaching 2,800+ employees across 16 business units; delivered 176 professional development sessions including workshops, panels, and virtual events, achieving 90%+ excellent/very good satisfaction rates.
- Managed SPS Gives (CSR/volunteer programs) achieving 214% vs plan (436 volunteers) and 151% YoY growth; drove 3,242 volunteer hours exceeding target by 223% with 196% YoY increase.
- Successfully launched the GEM (Going the Extra Mile) Awards program, executing 9 recognition ceremonies (7 for L3, 2 for L4 employees) with 90-100% satisfaction rates while implementing diverse themes for each ceremony and reaching over 200 employees across Selling Partner Support organization during 2023-2024.
- Led cross-regional CKPJ (China, Korea, Philippines, Japan) Halloween engagement campaign engaging 2,000+ employees with 178 social interactions.

### COUNTRY-WIDE PROGRAM MANAGEMENT (AMAZON PHILIPPINES)

- Established strategic partnership with Giftaway e-gift platform across 13 business units, negotiating 5% service fee (reduced from 10%) and waived setup fees, while reducing logistics costs from 10% to 1%
- Led the evolution of holiday baskets program from physical distribution (Baskets, Jamon de Bola, Fiesta Ham, Queso de Bola) to fully digital e-gift certificates, scaling recipients by 350% (295 to 1,355) with total budget growth from Php 559K to Php 3.48M (2021-2024)
- Leading strategic partnership initiative with Snappy.com to enhance employee recognition and rewards program, streamlining digital gift distribution across organization
- Managed corporate partnership with Anytime Fitness, facilitating gym access for employees across 39 branches nationwide
- Served as the Philippines Point of Contact for Filipinos@Amazon (one of 9 global chapters), providing local support and cultural resources for international Amazon employees visiting the Philippines
- Managed annual Lunar New Year cultural celebrations, coordinating Dragon Dance performances and Fortune Cookie distribution for 400 onsite employees (2023-2025)

- Appointed as Marketing Head for newly established Mental Health & Well-being Philippines Chapter, leading communication strategies and program visibility initiatives (2024)
- Member of Glamazon Philippines and Women@Amazon chapters, supporting diversity and inclusion initiatives while promoting professional development and networking opportunities
- Organized a basketball tournament in 2023 with Php 163KK budget and 80+ participants
- Implemented Asana intake form system to streamline holiday baskets concern tracking and resolution process, improving operational efficiency

### **COUNTRY-WIDE SITE MANAGEMENT (AMAZON PHILIPPINES)**

- Served as the Site Coordinator and a Management Committee member, partnering with Business Leaders to enhance workplace experience while liaising with functional teams (Environmental Health & Safety, Global Real Estate Facilities, Security, Badging, IT, HR) for operational excellence
- Designed and implemented comprehensive Return to Site Kit for Amazon MNL13's facility launch, creating detailed documentation for facility operations, COVID-19 protocols, and security procedures. Developed systematic processes and guidelines for 15+ workplace amenities across a 15,000 sqm facility, ensuring smooth transition and clear communication channels for all employees during site opening.
- Managed end-to-end site visit programs for global senior leadership teams, spearheading logistics components including travel assistance, facility coordination, vendor management, security protocols, documentation, and post-event communications while collaborating with 5+ support teams (IT, Security, Badging, Environmental Health & Safety, Global Real Estate Facilities) for seamless execution
- Developed and implemented comprehensive 'Know Before You Go' welcome packet for global visitors (2022-2025). Created digital and printed visitor guides, coordinated personalized welcome baskets with hotels, and designed culturally-integrated materials including Baybayin name cards and local product selections. Enhanced visitor experience through strategic pre-arrival communication, cultural education, and practical support.
- Facilitated the vendor accreditation and onboarding process for 16 strategic partners
- Managed 28 distribution lists and 10 affinity group mailboxes
- Created 360+ purchase orders using the Coupa procurement system

### **BUSINESS UNIT PROGRAM MANAGEMENT (SELLING PARTNER SUPPORT)**

- Managed expanding budgets from Php 2.1M to Php 7.3M (2021-2024), consistently achieving precise spending rates of 102% (2021), 99% (2022), 100% (2023), and 100% (2024). Successfully handled 250% budget growth through careful financial planning and expense monitoring, while maintaining exceptional accuracy in resource allocation. Demonstrated expertise in budget analysis and strategic planning that supported organizational growth.
- As part of the New Hire Experience (NHX) Team, supported onboarding programs for 521 employees across Manila and Cebu locations (2022-2024). Managed SPS Connect access provisioning, email domain migrations (.com to .ph), and distribution list updates. Delivered Employee Experience and CSR presentations during orientations, including facilitation of "Bean Bean Bean" virtual volunteering program. Procured and coordinated welcome kit distribution, and handled orientation logistics including lunch arrangements for 23 batches. Maintained accurate inventory of 700+ IT assets including laptops, monitors, headsets, and UPS for new hire deployment.
- Developed and managed comprehensive China Business Travel Guide (2024) based on firsthand site visit experiences, implementing tracking system for 11 travelers with 100% completion rate across all visa and documentation requirements. Partnered with L6 Operations Manager to create end-to-end documentation covering visa processing, travel arrangements, and cultural considerations, ensuring successful preparation of 10 first-time international business travelers.

- As PEAK Committee Member (2021-2024), supported employee engagement initiatives during high-volume business periods. Contributed to multi-tier reward systems (prizes up to Php 200,000) and diverse engagement calendar combining virtual and on-site activities. Helped execute themed events, team competitions, and recognition programs across sites.
- Facilitated high-profile company gatherings (2021-2024) including quarterly All Hands meetings (virtual/hybrid/onsite formats), annual kick-off events at premium venues, leadership team building activities at diverse locations, and thanksgiving celebrations at upscale establishments.
- Managed storage items including high-value equipment and pedestals through accurate inventory tracking, organized storage systems, and efficient claiming procedures for timely distribution.

## AWARDS & PROFESSIONAL RECOGNITION

- Awarded Service Recognition (2023-2024 and 2024-2025) for superior dedication and outstanding contribution to SP Support PH Team's delivery of results.
- Co-captained SP Support PH Operations Team to first place victory (87.25%) in the 2025 Leadership Thanksgiving & Kick Off Party Talent Show, outperforming three other competing teams by a significant margin
- Awarded The Guardian Contribution Award of Anubis at the Employee Experience Summit 2024 (Egypt) for exceptional leadership and operational support of the Philippines Operations team while successfully transitioning to the Program Manager role.
- Received the Rockstar Award at the Q3 2024 SP Support All-Team Meeting for two major team achievements:
  - With the Philippines Team (18 members): Led PH VCC Tier2 Launch resulting in ~\$500K annualized savings with 75% C2-C1 language proficiency hiring success and exceptional employee metrics (1.74% attrition, 4.47 Job Satisfaction, 4.56 Manager Satisfaction scores).
  - With the Global Employee Experience Team (17 members): Drove CSR initiatives achieving 60K+ volunteer hours (75.5% of SPS total), engaging 7.4K+ employees, and impacting 20.6K lives through 500+ campaigns.
- Received the Philippines Superwoman Award at the Employee Experience Summit 2023 (Chennai, India) for outstanding support of Employee Experience initiatives across Amazon Philippines' business units, including successful delivery of cross-organizational Career Skills Summit.
- Received the GEM (Going the Extra Mile) Ruby Award (2023 H1) under the Community Category for leading the Career Skills Summit - Philippines Edition, achieving 75% attendance rate across 6,000+ Amazon PH employees and 98.6% satisfaction score through 87 interactive sessions.
- Recognized as Runner-up in PSAS Got Talent Worldwide 2021, successfully advancing through multiple competitive rounds from 300+ global participants to Top 30, then securing Top 10 finalist position, demonstrating both performance excellence and video production capabilities in this global corporate competition.
- Recognized with the Leadership Principles Award (All Hands Q1/Q2 2021) for exemplifying Amazon's core principles of Ownership and Learn & Be Curious, demonstrating long-term thinking and continuous improvement mindset.

## INTERNATIONAL BUSINESS ENGAGEMENTS

- Virtual Contact Center Launch - Cebu, Philippines (*December 2023 - May 2024*) Collaborated as part of the launch team for Amazon's Tier 2 Virtual Contact Center in Cebu. Contributed to achieving \$500K annualized savings and successful scaling to 180 headcount. Project delivered exceptional results including 1.74% attrition rate and top-tier employee satisfaction scores (4.47 Job Satisfaction, 4.56 Manager Satisfaction), while establishing strategic network resiliency through multi-location approach.

- AdminzCon 2024 - Singapore (April 23-25, 2024) Participated in Amazon's global Administrative Professionals conference at Capital Square, Singapore. Event focused on strategic partnerships, leadership development, and career framework advancement. Engaged in professional development sessions including strategic career planning, leadership fireside chats, and cross-cultural networking opportunities with global administrative professionals.
- Employee Engagement Summit - Chennai, India (December 18-21, 2023) Participated in Amazon's Employee Engagement Summit featuring cultural immersion activities, strategic workshops, and team development sessions. Program included keynote presentations, unconscious bias training, and regional best practices sharing. Enhanced cross-cultural understanding through visits to historical sites including St. Thomas Basilica and Mamallapuram monuments, while collaborating with global engagement teams on employee sentiment initiatives and program development.
- Regional Team Integration & Leadership Summit - Chengdu, China (September & December 2023)
  - Global Leadership Summit (December 4-8, 2023) Represented CKP Employee Experience Team at global leadership summit, presenting Culture & People initiatives to L7-L8 leaders. Contributed to expo preparations and participated in regional all-hands focused on pursuit of excellence and cross-market collaboration.
  - Team Integration Visit (September 4-8, 2023) Following management transition from Philippines-based to China-based leadership, conducted transition meetings and presented Philippines Employee Experience best practices to the new team. Participated in CKP (China, Korea, Philippines) SP Support strategic planning sessions, fostering cross-regional collaboration through structured integration activities and cultural immersion experiences.

### **Employee Experience Specialist & Site Coordinator, Amazon Operation Services Philippines, Inc.**

SEPTEMBER 2021 – MAY 2024

Role evolved to Program Manager I to align with expanded strategic program management scope while maintaining comprehensive site coordination duties.

### **Selling Partner Support Associate, Amazon Operations Services Philippines, Inc.**

FEBRUARY 2021 – AUGUST 2021

- Acted as a primary interface between Amazon and our business partners.
- Responsible for providing timely and accurate operational support to Merchants selling on the Amazon Platform.
- Leadership Principles Awardee for Ownership and Learn & Be Curious - Awarded to those who exemplified and embodied Amazon's Leadership Principles

### **Sales Executive, Rockwell Land Corporation**

NOVEMBER 2019 – AUGUST 2020

- Met with clients and prospects who are interested in Rockwell Land Properties specifically The Arton by Rockwell (Katipunan).
- Negotiated with brokers and clients through our property deals and terms.
- Promoted sales of properties through online collaterals, listings and open houses.

## SKILLS

Employee Engagement & Experience Management

Budget Management & Financial Planning

Stakeholder Management & Communication

Process Development & Improvement

Data Analysis & Documentation

IT Asset & System Management

Program Management

Event Planning & Management

Site Operations & Facilities Management

Coupa Procurement System

Asana Project Management

Vendor Management & Partnerships

## EDUCATION

### **Bachelor of Science Major in Marketing Management (October 2019), De La Salle University**

AUGUST 2015 – OCTOBER 2019

- Jose Rizal Second Honors Dean's List
- International Lasallian Business Study Tour
  - Hong Kong Delegate (Aug 27-Sept 1 2017) - 1 of 60 delegates out of 394 applicants. Exposed to universities and business culture through a guided program for top students
  - Japan Delegate & Facilitator (Sept 2-10 2018) - 1 of 40 delegates out of 412 applicants. Chosen for selective program offering direct exposure to corporate leadership and higher education opportunities

### **High School Diploma, St. Paul University Quezon City**

JUNE 2011 – MARCH 2015

- Gerry Roxas National Leadership Awardee
- President of Student Council across 4 years
- Graduated top 10% of the 95 person batch
- Awarded Gold for Cheerdance

### **Elementary Diploma, St. Paul University Quezon City**

JUNE 2006 – MARCH 2011

- President of Student Council across all 6 years
- Graduated 4th Honors of the 100+ person batch
- Deportment Awardee
- Leadership Awardee
- 4th Quezon City Inter-School Swimming Competition, Silver Medalist
- Participant, Paulinian Leadership Congress 2010

## SCHOLARSHIP GRANT

### **IBM Philippines**

2015 – 2019

- Competitively scholarship opportunity given to only 5 students who are children of IBM employees

## INTERNSHIPS

### Marketing & Public Relations Intern, NIC'S

MAY 2019 – AUGUST 2019

- Created a Student Promo marketing deck for the UP Town Center branch.
- Marketing collaterals and publicity materials for promos including Father's Day promo, Rainy Season promo & Summer Social Media campaign.
- Assisted in events and content shoots.

## EXTRA-CURRICULAR ACTIVITIES

### BLAZE2018 Batch Vice President, University Student Government - Batch Student Government of the College of Business

DECEMBER 2018 – OCTOBER 2019

- Elected into the position in the Batch Student Government
- Created projects that catered to graduating students - crash course seminars, job expos and government processes.
- Provided student services for the batch focusing on pre-enlistment concerns, application to graduate etc.

### Partnerships Team Leader, College of Business Week: COBCADE One Game, One COB

MAY 2019 – JULY 2019

- Worked with PROBE Organizarions and BLAZE Batch Governments for active participation during COBWEEK (COB Central, COB Idol & COBWEEK Culminating Night)

### Operations Head, International Lasallian Business Study Tour Japan

JULY 2018 – SEPTEMBER 2018

- Across 2 months processed 40 applicants' papers, interviews, visas and the 6 partnerships with the Japan companies and universities

### Assistant Director for Design, Alyansang Tapat sa Lasallista

AUGUST 2017 – JULY 2018

- Created campaign paraphernalia and publicity materials including 1,365 General Plan of Action Booklets, 40+ individualized IDs, 7 tarpualins, etc. with a team of 3 in under 3 months.

### Marketing Assistant Team Leader, Race Manila 2017, College of Business Week: The Ultimate Business Race 2018, Race Manila 2018

AUGUST 2017 – JULY 2018

- Across 9 weeks and <30 engagements. Personally closed 8 xdeals including Php 72,000 in gift certificates + Php 58,000 in goods + primetime slot for Radio Guesting on Monster RX Radio

### Events & Programs Assistant Team Leader

AUGUST 2017 – JULY 2018

- College of Business Week: The Ultimate Business Race 2017, TAT4DEAD VI 2017
  - Created a 7 hour program flow for 10 teams in a Business and Zombie themed Amazing Race around DLSU. Program evaluation was 3/4
- Lasallian Showtime 2018
  - Created 10 hour program for a contest during the University Vision Mission Week for over 1000+ participants across 12+ colleges. Program evaluation was 4/4

- Incandescent 2017
  - Created a 5 hour program for 500+ students' graduation ball and arranged venue outside campus and logistics needed (i.e. hosts, photobooth, buffet, stage design, etc.) Program evaluation was 3/4

#### SEMINARS JOINED

##### **Find Your Fit in Corporate Programs Event, JP Morgan Chase & Co.**

JANUARY 2019

1 of the 46 carefully selected college students across top universities. Discussed specific JP Morgan career paths and a given group case study to stimulate business practices.

##### **Did You Know Series: What It Takes to be a Leader, JP Morgan Chase & Co.**

SEPTEMBER 2018

1 of the 38 carefully selected leaders across PH premier scholastic organizations. Event reinforced our capabilities as young leaders via exposure to senior JP Morgan leaders and leadership training activities.