

JANUARY RECAP

2026 ISSUE



HIGHLIGHTS & ACHIEVEMENTS



January has been a big one at DBOS. We kicked off the year with momentum, celebrating wins across campaigns, client growth, team milestones, and new initiatives. From projects we're proud of to behind-the-scenes progress that sets us up for a strong year ahead, this month was all about building, improving, and delivering results. Here's a quick roundup of what we've been up to and what we've achieved in January.



Congrats!

DBOS CHAMPION

Shiena Atog
Project Compliance Officer

Shiena has been named the January DBOS Champion, receiving an Excellence Award for her outstanding contribution to the launch and ongoing growth of EC Focus. She demonstrated exceptional administrative skills and played a key role in reviewing processes, applications, and documentation during the initial launch—work that was highly commended by her client.

Do you know a superstar at DBOS? Nominate them for our next DBOS Champion! Submissions go to Nicole at hr@dbos.com.au.

Well done!



Beatriz Faye Zablán
NTI

Beatriz has once again demonstrated exceptional initiative and dedication in her role. Her proactive approach has been recognised by her colleagues, who highlighted the positive impact of her efforts on ensuring the best outcome for a returning user and their Manager. Beatriz's commitment to taking the extra step, even within an already improving team process, exemplifies her drive to support both clients and colleagues alike. Her contributions continue to make a meaningful difference to the NTI account and reflect her professionalism and collaborative spirit.



Rossa Loida Manuel
Marsello

Rossa has consistently demonstrated exceptional diligence and attention to detail in her work on the Marsello account. Over the past six months, she has ensured smooth and effective customer onboarding through thorough documentation and meticulously maintained checklists. Beyond this, Rossa has enhanced the onboarding experience by introducing an additional call and improving the structure of launch calls, ensuring brands feel supported throughout the entire process rather than at isolated points. Her proactive approach and commitment to excellence have delivered outstanding results and made a meaningful, positive impact on the onboarding journey.



Paul Cacanindin
Softsure

Paul consistently demonstrates flexibility, positivity, and agility, making him a strong asset to the Softsure team. His work on the RSPCA project has exceeded expectations, showcasing thoroughness in testing and a proactive approach to closing any gaps in understanding. Paul works effectively both independently and collaboratively, taking initiative to investigate and resolve matters on his own. His expertise and approach would also make him a valuable mentor to other QA team members, further sharing the skills and insight that contribute to the team's success.



RACHELLE DELA CRUZ
Harvey's Towing

Rach excels in phone call handling and intake, standing out as one of the stronger performers in this area. She remains calm under pressure and manages calls efficiently while maintaining excellent customer service. Rach also demonstrates strong communication skills, consistently asking questions, clarifying expectations, and keeping colleagues updated. Her proactive approach and reliability help the team operate smoothly and effectively.



KAMILLE CUETO
TCS

KC consistently demonstrates outstanding communication skills, engaging with both customers and store teams with genuine empathy, kindness, and understanding. She listens carefully, acknowledges concerns, and tailors her responses to ensure others feel heard and supported. Her thoughtful approach helps de-escalate issues, build trust, and strengthen relationships with stores and customers alike. KC's calm and compassionate communication reflects the company's values and makes a meaningful contribution to customer satisfaction and the overall service experience.



JEFFREY FELICIANO
CarCoop

Congratulations to Jeffrey, CarCoop's Top Sales Performer for January, marking his second consecutive month earning this recognition. As a relatively new member of the sales team, his strong performance, determination, and quick adaptation have been truly impressive. Well done, Jeffrey, on this outstanding achievement!



Onsite Game Winners



OOTD Winners



Online Game Winners

We kicked off the year in style with our first monthly bash, coming together in Cloud White to celebrate Colour of the Year and everything that makes our team shine. From recognising our newest DBOS Champion to celebrating milestones and birthdays, the day was all about connection—bringing the same great energy online and into the office.

Moments like these set the tone for the year ahead: optimistic, connected, and full of fresh momentum. A huge thank you to our incredible team for showing up with such positive energy, and to our partners for your continued support, trust, and encouragement as we step into the year together. Here's to a bright start and an exciting year ahead!





Jeirus Musico



Tin Pelayo



Mark Seijo



Angelyn Lim

HAPPY DBOS ANNIVERSARY!

Gigi Datangel, Mark Compahinay, Mel Naculanga, Jericho Espino, Knarf Pacis, JJ Vicente, and Christine Tadifa



Thanya Santillices



Alvin Cabellon



Angeli Vitente



Jeffrey Feliciano

HAPPY BIRTHDAY!







Paul Cacanindin, Czyna Maniebo, Nico Delos Santos, Marilyn Pineda, Rose Dotimas, Rafael Dela Cruz, Jes Olona, Janine Lomuntad, Arisa Parreno, Alexis Cantiga, Nina Ancheta, Bea Zablan, Elaine Santiago, and Arliah Estrada



Giving back has always been a core value at DBOS. This year, we're proud to launch the **DBOS College Grant Program**—a new Corporate Social Responsibility initiative supporting underprivileged students in our community, while empowering our team to make a real difference.

Employees were invited to participate through a small, voluntary contribution—any amount is greatly appreciated—with all proceeds going directly to the college fund of our selected scholars. To further amplify this support, DBOS management will match the total amount raised by employees.

The first round of fundraising is complete, and we want to celebrate the DBOS teams who have stepped up to support the program. The generosity and commitment shown have been truly inspiring, and we're grateful to everyone for leading by example and making a lasting impact in our community.

RECOGNISING OUR TOP CONTRIBUTORS

  CarCoop Team Amount Donated ₱7,200	  DBOS Admin Support Team Amount Donated ₱13,000	  Quintas Energy Team Amount Donated ₱5,000
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 4	Hexar Solutions Team
 5	LUP Events Team



REFER & SAVE

Do you know other Business Owners who could benefit from offshore staffing? Tell them about DBOS and you will both get a **referral reward* of one (1) full-time employee seat fee valued up to A\$899 when they sign up.**

For Enquiries and Referrals

You may contact Daphny at
daphny.grumo@dbos.com.au

TERM & CONDITIONS

- Both the referrer and referred are to receive rewards once every successful referral has been finalised.
- To be considered successful, the referred should sign a contract for a minimum of 12 months. When signed, the referrer will receive a reward of one (1) full-time employee seat fee valued up to \$850 AUD.
- They can claim their reward at any month after thirty (30) days when the referred contract has started.
- The referred will receive a referral reward of one (1) full-time employee's seat fee.
- The referred will be able to claim the reward after six (6) months of partnering with DBOS.
- The referred client should sign the contract for at least twelve (12) months to be able to claim their referral reward which will be automatically deducted by the DBOS accounts officer.
- To refer, simply email your referral's contact information and other related information to Daphny at daphny.grumo@dbos.com.au



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Accounts	finance@dbos.com.au
Other Concerns	daphny.grumo@dbos.com.au

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