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Birthday: November 19, 1985



Customer Experience Site Manager – The Results Companies -Cebu – December 2019 to Present.

Sites: Mactan Newtown Philippines, Mobile Alabama, Lakeland Florida, Phoenix Arizona

Core Skills: Project Management

Quality Assurance Assistant Manager – Concentrix Cagayan de Oro September 2018 – March 2019

LOB : (Razer)

Core skills : Training and Quality bridge for process improvement

Responsibilities:

- Reports to the Site Training and Quality Sr Manager of Concentrix CdO.
- Coordinates to the Operations Manager for any Process changes and provide frequent QA analysis to the Operations in Cagayan de Oro and Davao Sites.
- Lead the QA initiative for NPS – Drive.
- Handles 10 Quality Analyst Direct Reports with a 200 head count ratio of billable agents.

Achievements:

- Able to create the QA form for Razer – Tech LOB.
- Able to achieve the QA KPI of 2 Audits/agent/week by doing Salesforce analysis.
- Implemented SWOT for the first time in the Operations.

Quality Assurance Lead- Accenture Inc. February 2018– July 2018

LOB : (Virgin Media) – Industry Tower

Core Skills : Operations Quality Management, Capacity planning and forecasting, client management and business solutions governance.

Responsibilities:

- Reports to the Associate QA Manager of Business Solutions and Technology and Workforce Command Center.
- Supports the Operations and provides daily report to the Sr. Delivery Lead.
- Handles 5 Quality Analyst Direct Reports.
- Drive to lessen the error count on cost affecting process that is business impacting.
- Maintain the Operational Excellence dashboard on a daily basis.
- Drive QA rewards and recognition to the operations.
- Contribute and participate in the Business Solutions and Technology company and community events.

Achievements:

- Promoted 2 Quality Analyst to Sr. Quality Analyst.
- Lead a Project for Accenture Delivery Skills for Supervisor.
 - First Time Resolution Improvement Plan.

- Achieved goal of 2% above baseline due to focused-agents strategy.
 - Data Privacy Act Compliance Improvement Plan
 - Incorporated Zero- Tolerance policy with the approval of HR.
- Improved the performance of the incoming batches by real time audit (Poka Yoke Approach)

Business Excellence – Sr. Analyst - Accenture Inc. January 2017 – February 2018

Core skills :Project management, Automation and Operational Excellence, Process and continuous Improvement, Lean management.

Responsibilities:

- Report to the Business Excellence Sr. Manager.
- Drive Innovation, Automation, Process Improvement, Cost to Serve Annualized savings across all LOBs according to the Operational Excellence scope and processes.

Achievements:

- **LOB** :Business Solutions and Technology – (Rio Tinto)
 - Optimized Certification achieved for Rio Tinto account.
 - Project: Active Directory Orchestration
 - 3.55% increased in CSAT score after Orchestration has been implemented.
 - 6 days improvement in end-to-end Resolution.
 - 256 Hours improvement on successful orchestration vs failed orchestration.
- **LOB** : Business Solutions and Technology – (CIO)
 - Cost to Serve savings - \$ 38, 921 annualized savings equivalent to 4 FTE take out thru the use of Global Productivity Hub that tracks the real time productivity of the agents.
- **LOB** : Business Solutions and Technology – (ISA)
 - Pyramid Slendering - \$ 29, 186 annualized savings equivalent to 3 FTE take out thru skills matrix.
 - Cost to Serve savings- \$ 19, 188 annualized savings equivalent to 2 FTE take out thru Email Advisor. Email advisor is an automated system that was developed to be used by the agents doing follow up using email.
- **LOB** :(Mercedes Benz Brasil) – Finance and Accounting Tower
 - Lead a Yellow Belt Project: PTP Reduction of Vendor pending invoices.
 - We aim to reduce the pending items from 15% to10% average of the total received vendor invoices by end of April 2017.
 - Projected Annualized Savings: \$ 11,367,013.45.
- **LOB** : Telecoms Expense Management Process Outsource – (Nokia)
 - Able to handle Mobilization to Go live until Stable status on 90-day assessment.
- As part of the Business Excellence Team, I am also one of the Go-Live assessor for the following LOBs:
 - (Telstra) Australian Telecom
 - (Cigna) Health Care
 - (Verizon) Business
- As part of the Business Excellence Team, I am one of the panelists for Lean Six Sigma Yellow Belt Certification and Toll Gate Review.

- Able to Complete the training for Lean Six Sigma Green Belt training along with my Green Belt.
Project: Load Control Process with RPA
 - 27.39% improvement in AHT with the reduction in manual work.
- Project Management Trained.

Process Architect - Accenture Inc. June 2016 – January 2017

Project Engagement: (Aplus Velosi) Shared Services.

Robotics Process Automation

Annualized Savings: 50% of total operating cost

Responsibilities:

- Reports to the Project Manager
- Process Architect during discovery phase

Achievement: Project acquired by Accenture

Service Delivery Operations Sr. Analyst - Accenture Inc. April 2014 – June 2016

LOB : (Centurylink Telecoms) DS1 Workforce Administration

Core Skills : Team Leader, People Developer, Value Creator, Business Operator

Responsibilities:

- Reports to the Operations Manager.
- Handles a team of 15-20 agents.
- Responsible for the day-to-day operations management.
- Initiates idea for innovation and process improvement.
- Business Excellence Focal of the project that coordinates with the Business Excellence Team for any process improvement initiative and reports to the client as a bridge of communication.
- Promotes high performance delivery, camaraderie among team members and develops people for succession plan.

Achievements:

- Able to lead the Gen 4 certification of the project that yielded \$522,00 annualized savings and cost avoidance of \$ 1.043 M for the life of contract.
- Created and became the Editor in Chief of The Eagle Gazette – CenturyLink Newsletter that showcased the journalism and photography talents of the team members.
- Accenture Delivery Skills for Supervisor – Bronze Medalist.
- Train the Trainer: Certified Level A Trainer for Supervisor Driving Analytics course and Analytics Basics.
- Accenture Best Business Excellence Focal Awardee.

Sr. Quality Analyst - Accenture Inc. December 2012 – March 2014

LOB : (Verizon Business)- Data Repair Center

Core Skills : Quality Audit, Analysis and Framework

Responsibilities:

- Reports to the Business Operations/ Continuous Improvement Manager.
- Does the daily Quality Audit and Analysis for VB-DRC.

- Provides insights for operations process improvement and opportunities.
- Serves as the operation's process consultant.
- Handled 5 Scope of Work across Verizon Business with a total of 250 FTEs

Achievements:

- Lean Six Sigma Yellow Belt Certified

Network Engineer - Accenture Inc. July 2011 – December 2012

Project: (Verizon Business)

Core Skills: Cisco Systems, Telecommunication and Data Networking.

Sykes Asia Inc. - Synergis IT Center F. Cabahug St. Mabolo St. Cebu, 6000. May 2009 – May 2011

Project: (AT&T Hi Speed DSL 9th state)

Core Skills: Technical Support Representative, Basic Networking, SOHO

Responsibilities:

- Reports to the Team Lead
- Technical Leader and Floor walker for newly hired agents
- Troubleshoot internet connection for DSL Hi Speed internet for customers

Convergys Corporation – I2 Bldg. IT park Lahug Cebu 6000. July 2008- December 2008

Project: (Time Warner Cable)

Core Skills: Technical Support Representative

Responsibilities:

- Reports to the Team Lead
- Troubleshoot internet connection for DSL Hi Speed internet for customers

Synnex Concentrix - Zone 1 Pueblo de Oro, Cagayan de Oro 9000. May 2006 – July 2007

Project: Linksys, A division of Cisco Systems

Core Skills: Technical Support Representative

Responsibilities:

- Reports to the Team Lead
- Escalation Lead for level 2 problems
- Troubleshoot internet connection for DSL Hi Speed internet for customers

TRAININGS AND CERTIFICATIONS

Deutsch Sprachtraining – A1-B1

Robotics Process Automation

Lean Six Sigma Yellow Belt- Certified – Project: CSAT Improvement Plan – Verizon Business

Lean Six Sigma Green Belt Trained – Project: Load Control Improvement Plan – CenturyLink

Cisco Certified Network Associate Trained- Module 1-4

Accenture Delivery Skills for Supervisor- Project: MTTR Improvement Plan – Bronze Medalist

Best Business Excellence Focal Awardee

Communications, Media and Technology Industry Trained

Certified Level A trainer for Operational Excellence Basics, Analytics Basics, Supervisors Driving Analytics

Skills:

MS Excel Macro and Visual Basic Application

Entitlement Study and Value Stream Mapping

Cost to Serve and Financial Forecast

EDUCATIONAL BACKGROUND

College : Xavier University - Ateneo de Cagayan 2002-2008

Degree : BS Electronics and Communications Engineering

College : University of Cebu 2009-2010

Course : Cisco Networking Academy

- Network Fundamentals
- Routing Protocols and Concepts
- LAN Switching and Wireless
- Accessing the WAN

CHARACTER REFERENCES

❖ Jed Fernandez

- Senior Operations Manager
- 63 917 3211976

❖ Andy Abella

- IT Executive
- 63 905 370 9430