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**Job Objective**: To be of service to people whom I will be working with and able to continue my knowledge and skills in my chosen field of work, by working with great sense of responsibility, dedication and hard work, such that whatever expertise, training or skills I gain will be used for development and share in the future growth of the company.

**PROFESSIONAL EXPERIENCES**

**The Results Companies**

, Philippines

February 2012 – February 2016

 Local Resource Planning / Login Admin –Senior POC (Workforce Management)

* New Hire login requisition and creation. Maintain Database and employee data accurate.
* Troubleshoots any internet/ Avaya Issues.
* Plan and optimize workforce schedules across multiple sites that meet servicing and productivity goals
* Accurately tracks & forecast inbound calls and makes overtime, off phone and time off recommendations for multiple Client Service Centers
* Create and manage intraday forecast distributions & compare requirements against available staffing and initiate short term staffing actions to meet scheduling goals
* Plan & track schedule adherence and absenteeism to meet scheduling needs and business goals
* Monitor intraday interaction queues and real-time staffing to ensure service level goals are achieved.
* Document trends and perform root cause analysis when service level goals are not achieved or results deviate from plan/forecast.
* Adjust daily staff plans and resources based on interaction volume, AHT, or staffing changes based on intraday performance using workforce management software.
* Lead on planning and communication efforts during product outages, business continuity, support toolset outages, and other incidents.
* Produce daily and intraday service level performance reports.
* Analyze call arrival patterns and make recommendations to Management on when to schedule Outbound client contact via emails or calls
* Conduct break, lunch and time off optimization to ensure proper spacing between activities
* Engages Business leaders (Vendor Clients) to resolve any obstacles which may be encountered.
* Flexibility to handle different accounts/programs, US base. ( ex. Sprint Sales, Sirius XM)

**San Isidro Hospital**

Philippines

March 2011 – February 2012

 Emergency Room/ IV Therapist

* Provide immediate care as per physical and emotional needs of the patients.
* Conducts medical tests of patients, checks their blood pressure, dress wounds, reviews their medical status at different stages and reports it to the Doctors.
* Provide Intravenous line to the patient in accordance to its illness/disorder.
* Responsible in administering medicine IV to the patients.

Medical / Ward

* Maintained detailed reports regarding any changes in patient’s condition.
* Took care of legal and clinical documents.
* Responsible for giving treatments, medicine and therapies on time to the patients and coordinating the discharge formalities.

HMO/Admitting

* Responsible for issuance of HMO forms to avail hospital services and benefits when HMO liaison officer is not around.
* Assigns accommodations based on physician’s admittance orders, patient’s preference, nature of illness, availability of space and other information.

**The Results Companies**

Philippines

September 2010 – March 2011

 Customer Service Representative (Well Care Account)

* Responsible in resolving customer’s complaint and concerns over the phone.
* Updating customer’s information such as changing the Primary Care Physicians, address and phone number.
* Assisting customers in locating/ determining specialty physicians, hospitals and clinics on their area ( FLORIDA, USA)
* Responsible in checking the status of claims, authorizations and appeals field.

**KNOWLEDGE, SKILLS AND ABILITIES**

* 4yrs. Of experience in Workforce Management, preferably in contact centers with at least 200 - 400 employees.
* Self-starter with proven ability to manage multiple and converging requirements with changing priorities
* Ability to effectively communicate orally and in writing with co-workers, management team, other Departments, vendors, and outside agencies, including being sensitive to professional ethics.
* Ability to multitask and excellent task management skills
* Ability to work alone with minimum supervision and with others in a team environment, occasionally under time pressure and on several tasks at the same time.
* Familiarity with WFM and telecom software suites such as: Avaya, IEX, Impact 360, Salesforce, NICE IEX, Genesys, Avaya CSM
* Advanced skills in Microsoft skills (Excel, Word, PowerPoint, Outlook, etc.)

**Seminars/Trainings Attended**

* Philippine Society of Oncology “ Head and Neck Concerns of CA patients” – June 28,2009
* Aliswag Review and Training Specialist, “ Therapeutic Communication: Learning from the Mongo Experiment” – February 2011
* San Isidro Hospital “ Essential New Born Screening” – March 5,2011
* Lung Center of the Phil. “ Basic IV Therapy Training Program for Nurses” – April 27-29,2011
* Workforce Management Local Resource Planning Summit –May 2014

**Educational Summary**

**Tertiary**

2007 – 2009 Perpetual Help College, Manila

 Bachelor of Science in NURSING

2005 – 2007 Far Eastern University, Manila

 Associate in Health and Science Education (AHSE)

**Secondary**

2001 – 2005 Siena College Taytay

**Primary**

1995 – 2001 Taytay Elementary School

**Personal Details \_\_\_\_\_\_**

Date of Birth: November 30, 1987 Height: 5’3”

Place of Birth: Taytay Rizal, Philippines Weight: 106 lbs.

Civil Status: Single Languages: English, Filipino

Religion: Roman Catholic