ROMELITO

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| **SKILLS SUMMARY** | * More than six (6) years of management experience for a team of not less than 10 staff at various levels of responsibilities in a Business Process Outsourcing environment * Two (2) years as administrative officer for a College President * Intermediate knowledge on MS Word, MS Excel, and Visual Basic for Applications * Implemented a number of process improvements using MS Excel * Proficiency on utilization of treasury systems (TLM, Treats, e-Treasury) * Lean Six Sigma Yellow Belt certified | | | | | |
| **EMPLOYMENT** | |  |  |  | | --- | --- | --- | | **HSBC Electronic Data Processing (Philippines), Inc**. *Quezon City* | | | |  | | | | **Global Processing Executive**  **(Global Banking & Markets)** | **November 2008 - Present** | | | Root cause analysis of failed foreign exchange wire instructions (SWIFT); validation and preparation of foreign exchange wire instructions (SWIFT) for retail clients (US Retail Bank post-settlements)  Direct contact with client to ensure confirmation and settlement data comply with financial regulatory requirements (FXO pre-settlements).  Trade validation of various Markets products using diverse electronic systems ensure record accuracy and correctness; validation of broker fees using excel-based tools and applications (Brokerage & Audit)  **Contribution(s):** Developed a semi-automated MS Excel-based monitoring system enabling unlimited real-time workload status update.  Reduced throughput time for Standing Instruction reporting by 57 percent. | | | | **Associate**  **(Collections)** | **October 2007 – November 2008** | | | Direct contact with credit card customers via phone to obtain payments and/or negotiate appropriate resolutions on customer accounts; review and analyze customer financial situation and arrange repayment programs within procedural criteria; verify/update customer account information via online collection system; ensure compliance to all government regulations, policies and procedures.  **Contribution(s):** Formulated MS Excel-based productivity/accuracy tabulation to aid team management on decisions pertaining to team incentives. | | | | **Associate**  **(Customer Service & Sales)** | | **April 2007 - October 2007** | | High quality customer service via phone leading to sales and customer loyalty. | | |   **South Ilocandia College of Arts & Technology** | | | | | |
| *Aringay, La Union* | | | | | |
| **Administrative Officer** | **June 2002 – April 2004** | | | | |
| Provide administrative supervision over school employees; recommend faculty development & enhancement trainings; liaise with government agencies to ensure compliance to all government regulations, policies and procedures.  **Contribution(s):** Liaised with the Department of Public Works and Highways to ensure road safety (painting of pedestrian crossings, installation of road safety signs) for students, teachers and staff of the college.  Led a team of college staff/teachers in successfully conducting a collective assessment examination for the college students in coordination with the government’s Technical Education and Skills Development Agency (TESDA). | | | | | |
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| **INNODATA PHILIPPINES, INC.** | | | | | |
| *Makati City* | | | | |  |
| **Section Manager**  **(Production Planning & Control)** | | | | | **July 1998 - May 2000** |
| Formulate policies/procedures on services to various internal departments; participate in employee performance evaluations; coordinate with internal departments regarding request for maintenance/repair of office equipment; Implement company policies; recommend/develop procedures to enhance production monitoring; database development covering production revenue monitoring, project status monitoring, and report generation. | | | | | |
| **Contribution(s):** Developed a semi-automated revenue monitoring system using WordPerfect, MS Word, MS Excel, and MS Access; conceptualized an automated production planning system using MS-Access; Developed a scheduling tool using MS-Excel; Established an inventory system; Implemented equipment and software upgrade to cope up with production demands. | | | | | |
| **Product Head**  **(Indexing/Abstracting Business Unit)** | | | | | **July 1997 - July 1998** |
| Plan and Implement Business Unit strategies to conform product with client's requirements; participate in employee performance evaluation; coordinate with internal departments regarding equipment maintenance and repairs, employee benefits, implementation of company policies; develop system to enhance production flow and monitoring. | | | | | |
| **Contribution(s):** Reduced a profile project’s 250,000-record backlog to 10,000-record-weekly work-in-process; Decreased another profile project's 30,000-record backlog to 10,000 records work-in-process | | | | | |
| **Shift Supervisor**  **(Production)** | **July 1995 - June 1997** | | | | |
| Coordinate with HR on employee security, employee benefits, and company policies; facility equipment maintenance and repairs, inbound/outbound shipment monitoring/distribution; Coordinate with Accounting department on employee payroll, credit limits, and medical assistance; develop/recommend cost-efficient methods to achieve company objectives; ensure delivery of completed data through various client-specified media (ftp, modem, courier) are accomplished on time; receive and answer client inquiries over the phone; participate in employee performance evaluation. | | | | | |
| **Contribution(s):** Participated (as member of an *adhoc* committee) in formulating company's 1995 policy on employee attendance; promoted regular use of ID inside company premises; recommended enclosure of photocopy area and initiated record keeping of Production facility divisions/groups' supplies consumption regarding photocopying for purposes of proper cost distribution and reduced consumption | | | | | |
| **Team leader**  **(Quality & Quantity Control)** | | | | **March 1995 - July 1995** | |
| Oversee Quality & Quantity Control staff workflow to insure that accurate ratings are generated; supervise timely release of Production Quality/Quantity, and project audit reports; coordinating with production team leaders on verifying information related to preparation of project quality audit results. | | | | | |
| **Contribution(s):** Formulated a system to compute estimated/assumed accuracy rating of Proofreaders/Editors based on the number of deliberate errors ('mines') effected by Q&Q. | | | | | |
| **Assistant Team leader**  **(Production)** | | **July 1993 - February 1995** | | | |
| Schedule workload distribution on a daily basis; supervise project workflow to insure on-time data delivery; develop/recommend cost-effective production process improvements; monitor and evaluate staff performance; motivate production staff who perform below par; implement company policies. | | | | | |
| **Contribution(s):** Increased volume of one project from 250 pages to 750 pages per week; developed a tracking system for a French-text periodicals project; increased volume of another project form 100 batches to 400 batches of TOCs per month. | | | | | |
| **Scanner/Compiler**  **(Production)** | | | **1992-1993** | | |
| Final-proof electronically- and manually-edited data; incorporate proofreader corrections into the electronic file; Develop enhancements or time-saving methods while insuring data quality. | | | | | |
| **Contribution(s):** Developed WordPerfect-based macros to increase efficiency of PC-based final verification process | | | | | |
| **Proofreader/PC Editor**  **(Production)** | | | **1990-1992** | | |
| Quality proofing of electronically generated data; verifying copyediting, typological errors, coding and other document details in to attain clients' quality requirements. | | | | | |
| **SEMINARS/TRAININGS** **COMPLETED** | **Lean Six Sigma (Yellow Belt Certified)**  *HSBC Electronic Data Processing Phils, Inc* | | | | | June 2013 |
| **MS Visual Basic 6.0 (Module I & II)**  *Informatics* | | | | | August 2000-2001 |
| **Production Information System** **Workshop**  *Innodata Phils., Inc.* | | | | | August 1999 |
| **Production Planning & Control**  *Development Academy of the Phils.* | | | | | October 1998 |
| **Financial, Cost & Cash flow Management**  *New World Hotel* | | | | | December 1996 |
| **HRD Policies**  *New World Hotel* | | | | | December 1996 |
| **Updates on the Labor Code of the Philippines**  *Holiday Inn Hotel* | | | | | December 1996 |
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| **EDUCATIONAL BACKGROUND** | **Bachelor of Science in Management**  **(Open University)**  *University of the Cordilleras* | | | | | June 2004 |
| **Bachelor of Science in Computer Science**  *AMA Computer College* | | | | | June – October 1990 |
| **Bachelor in Accountancy**  *Polytechnic University of the Phils.* | | | | | June 1983 - Oct 1985 |
|  |  | | | | |  |
| **PERSONAL DATA** | Birthdate | | | | | 14 October 1967 |

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