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
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| **EMPLOYMENT** |

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| **HSBC Electronic Data Processing (Philippines), Inc**. *Quezon City* |
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| **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 |
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| **PERSONAL DATA** | Birthdate | 14 October 1967 |

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