**Career Profile**

Skilled, talented and accomplished Operations, Operational Training, and Process Improvement Manager adept at managing large scale training projects. Ten (10) plus years extensive experience in identifying, developing and conducting unique training programs and organize high-end development courses.

**Core Qualifications and Competencies**

* Six Sigma Green Belt (SSGB) certified
* Over 10 years’ experience in the field
* Initiator - effective leadership abilities to organize training sessions
* Extensive knowledge in planning, organizing and directing wide-range of training activities
* NPS and Employee Engagement champion

**Professional Experience**

**OPTUM - a UnitedHealth Group company**

US Healthcare Insurance

January 2015 - Present

**BRIDGE Leader, Training and Operations** (Jan’2017 - Present)

* Increases level of engagement and optimize transition of agents from training to operations
* Maximizes throughput of agents to operations and meet set standards of performance within the training environment

*Specific achievements while in this role:*

* Conceptualize, design and implement HIGH IMPACT TOUCH POINT (HITP) project impacting the following areas:

1. Attrition Rate (%)

2. Save Rate (%)

3. Attendance Management System

4. Early Warning System (EWS)

5. Throughput Rate (%) from Training to Operations

* Led engagement activities (Employee Engagement) focused on retention and performance (monthly/weekly/quarterly)
* Ensured completion of HITP requirements for the class such as weekly FGD/Touch Points, NTE/CAP and EWS
* Provided insight on incentives, guidelines and expectations in operations

**Assistant Manager, Operations** (Jan’2015 - Dec’2016)

*Specific accomplishments while in this role include, but are not limited to following:*

* Managed a start-up re-engineered pilot operation of M&R Services Provider OPTUM Cebu
* Identified and implemented key action plans resulting to an increase in KPI metrics
* Acted as site point person for M&R OPTUM Cebu operations with a span control of 75 FTEs

*Notable achievements while in this role include, but are not limited to following:*

* + Awarded as the Top Performing Manager for 12 consecutive months in 2016
  + Piloted M&R Operation OPTUM Cebu and has now grown to 75 FTEs with 6 months to 1 year timeframe
  + Initiated employee engagement programs to decrease turnover
  + Received 99% rating in the Annual Vital Signs (Employee Satisfaction Survey) on the following key dimensions: Manager Effectiveness Index, Performance Factors Index, and Employee Engagement Index

*Current projects, recognized opportunities, and areas for innovation and research:*

* Partnering with the Training team both (CORE and Process) in restructuring the Organizational Training (OT) Process for reengineered classes

**Virtualance Data Processing Services**

Telesales, Customer Support, Medical Transcription

March 2009 - December 2014

**Manager, Training and Quality**

*Key specific accomplishments while in this role:*

* Establishes training strategies and approaches
* Identifies and communicates training best practices and trends
* Drives implementation of training solutions
* Manages internal and external training staff and resources
* Evaluates and communicates training value and impact
* Promotes engagement teams
* Translates business needs into training and development needs
* Acts as the overall liaison officer between the support groups and operations.
* Networks with operations on account improvement initiatives and opportunities in the areas of training and quality

*Contacts and Relationships*

* *High Level Influencer* - influencing or negotiating with a broad range of internal clients, specifically executives and/or senior management.

**Smart Traffic SEO Inc.**

Software Development

May 2006 - March 2009

**Manager, HR Recruitment and Training** (Apr’2007 - Mar’2009)

*Notable contributions:*

* Performed rigorous and aggressive screening, selection, interviewing and hiring of new members
* NHO Orientation, department specific and inter-department trainings to keep directs abreast of the updates and changes, for example, behavioral-related trainings such as Performing Under Pressure, Managing Time Effectively, etc.
* Handled productivity measurements, employee metrics or in other HR- related functions

**Associate, HR Recruitment and Training** (May’2006 - Apr’2007)

* Hands-on experience in the end-to-end recruitment and hiring process
* Conducted phone interview
* Administered tests
* Prepared and presented job offers

**Projects Implemented**

**UES Improvement Project**

Why was there a need for a project

* July 2015 to September 2015 UES Performance for M&R Service Provider was at an average of 88.55% versus the target of 96.00%. For the same time period, the on-shore counterpart performance was at an average of 96.00%

Target goal

* Improve UES Performance rating from 88.55% to 96.00% by end of Q4 2015

**Improve Average Handle Time for M&R Services Provider**

Why was there a need for a project

* On analyzing the data for Average Handle Time for calls per Resolution Specialist for the last 2 quarters, more than 35% of the calls are handled at more than 500 seconds of Average Handling Time which needs to be addressed on priority to improve the efficiency of the process, reduce abandoned call rate, and in turn enhance customer satisfaction along with increasing the revenue for the process with lesser FTE count.
* Therefore, it’s critical that this issue should be addressed on priority to run the business process effectively with increased profitability.

Target goal

* This project targets to decrease the current AHT to 350 seconds per call by improving the performance levels of all with high focus on the bottom performers to further improve the capacity of handling more call volumes with the same number of FTEs deployed by end of Q4.

**Academic Qualifications**

* March 2008 MBA Human Resource and Organizational Management
* March 2006 Education (G.W.A. 1.46 equiv. 94%)

**Certifications, Trainings, Awards**

* Six Sigma Green Belt, granted by UnitedHealth Group Operational Excellence
* Net Promoter Score (NPS) Champion across all businesses in Cebu site
* Engagement Champion across all businesses in Cebu site
* Licensed Professional Teacher (LPT)
* Customer Orientation for Value, Southwestern University
* High Performance Organizations, Southwestern University
* Basic Management and Leadership, Smart-Traffic SEO, Ltd.