**“JOHN”**

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# Email: john.174285@2freemail.com

**OBJECTIVE**

To obtain a position where I can improve my experienced skills in a dynamic and established workplace and seeking a responsible level with an opportunity for professional challenges.

**SKILLS AND QUALIFICATIONS**

* Knowledgeable in the use of ASTRA, Citrix, SAP, Microsoft Office and other Windows applications
* Knowledgeable in the use of Concerto, Telephony System, Electronic Fax and Lotus Notes
* Customer Service Skills; problem solving and decision making skills
* Training Skills
* Multi-tasking

**WORK EXPERIENCE**

# June 2013 – Present JUNIOR TECHNICAL COORDINATOR

Intertek International Ltd. Street 3, Fourth Industrial Road - PO Box 4660 Industrial Area 13, Sharjah, UAE

*June 2013 – Present*

* Releasing/ Updating/ Editing of Documents on the Virtual Library and update the Customer Service Centres of the changes through weekly Conformity Assessment Programme (CAP) Virtual Library (VL) notifications.
* Weekly update/maintenance of the Product and Vehicle Recall Reports in the VL.
* Review, modification (when required) and finalization of case studies reports received from Intertek Offices.
* Updating Compliance Verification Guidelines (CVG) on Astra, Prepare CVG timelines, Assist in preparing CVG index.
* Helps in developing Programme Operational Procedures (POP).
* Supports Technical Coordinators in preparation of reports when required.
* Assist in updating, drafting and filing the Controlled Documents for GCC CAPs.
* Assist Technical Coordinator in drafting Investigative Reports based on the documents available on ASTRA and information received from respective Liaison’s Office.
* To initiate the draft of the FAQ and send to the team on a monthly basis for updating and finalizing and releasing on the VL.
* Filing of e-mails requesting CVG revisions and updating the Regulated and Non-regulated Products List.
* Maintenance of the Standard Inventory List for KSA by regularly updating the list for any Standards changes (Replaced, Withdrawn, New Standard Update) made by the Saudi Standards, Metrology and Quality Organization (SASO)
* To prepare flow charts using Visio for the procedures drafted.
* Raise standard query notifications and programme technical clarifications with the concerned GCC CAP Authorities in coordination with Technical Coordinators.
* Draft the final Monthly Technical Report for PM Monthly KPI using charts and graphs.
* Review of Laboratory applications forms and related Accreditation documents for completeness and compliance with Intertek’s laboratory approval requirements.
* Coordination of Laboratory assessment and witness testing visits, as and when required
* Coordinates with PM staff for conducting on-site laboratory assessments/witnessing of UAE region Laboratories.
* Reports, investigates and records incidents/injuries occurring to staffs and/or visitors within the work premises.
* Responds to employees’ safety concerns by providing first aid when necessary
* Conducts safety awareness drills/meetings

# March 2011 – May 2013 DATA ANALYST

Accenture Inc. Manila Delivery Center 1880 Bldg. Eastwood Quezon City, Philippines

## Technician

*January 2013 – May 2013*

## Daily Operations

* Review/process/approve invoices of patient records for collection of specific information needed for analysis while following procedures and policy rules.
* Handles issue resolution to ensure department and client needs are met.
* Resolve or clarify codes or diagnoses with conflicting, missing, or unclear information by consulting with file images or by participating in the coding team's regular meetings.
* Analyze problem and solve issues with current and planned systems as they relate to the integration and management of patient data (i.e., review for possible duplicate records).
* Perform Root -Cause Analysis on previous day's Quality errors for the team.
* Coaching:
	+ Provide technical coaching to Operators based on observed root-causes and trends
	+ Follow-through on action plans
* Provide approval and justification for claims under rebuttal.
* Participate in calibration sessions with the Quality and ABQ Tech Team.
* Participate in performance reviews with the Operations Management Team to discuss performance trends and action plans to address gaps.

## Auditor

*September 2011 – May 2013*

* Review pended claims from operators for withdraw validation

## Tech Buddy/Coach

*September 2011 – May 2013*

* Reviews tech time claims from operators for validation before sending to onshore Tech.

## Processor

*April 2011 – May 2013*

* Process claims in Texas, Illinois, Oklahoma and New Mexico
* Process incorrectly processed and pended claims returned by onshore
* Discuss Quality Assurance updates to the team
* Reviews Root Cause Analysis on a monthly basis then discuss the consolidated errors to the team

## AWARDS AND CERTIFICATES OF RECOGNITION

***\*Most Valuable Processor***

*AUGUST 2012*

## \*Certificate of Excellence

*VTPG (TOP 5%) – Very Top among Peer Group June 2012 – April 2013*

## \*Certificate of Excellence

*SAPG (TOP 30%) – Satisfactory Above among Peer Group November 2011 - June 2012*

# April 2009 – March 2011 CUSTOMER CARE OPERATIONS

Process Synergy Inc. (San Miguel Group of Companies) 2nd Floor, SMPC Bldg. Mandaluyong City, Philippines

*November 2009 – Present*

* Trained new CCA’s regarding bookings of poultry orders in SAP and other peculiarities for the account
* Encoded Purchase Orders and created Sales Documents
* Handled phone-in orders and other order related concerns of Magnolia chicken clients
* Responds to basic inquiries by ordinary consumers regarding magnolia chicken which includes general information, business opportunity and complaints regarding the quality of the products and services provided by magnolia chicken outlets & provides resolution for consumer complaints
* Coordinated with Logistics of different plants of San Miguel Foods Inc. for trucking schedules, client delivery concerns and resolving delivery problems due to booking errors without having impact on the business.
* Coordinated with Finance regarding customer and product codes in SAP for new outlets and new products

*April 2009 – November 2009*

* Multi-skilled agent
* Back-up for Great Food Solutions (GFS) and Poultry accounts.
* Poultry and Monterey Account – Encoded in SAP orders of Supermarkets, HRI’s and Monterey Meat shops for Magnolia Chicken and Monterey Products. Handled inquiries regarding delivery schedules and allocated products (actual delivery) for clients

**EDUCATIONAL ATTAINMENT**

**Tertiary** Polytechnic University of the Philippines, Sta. Mesa Manila ***Bachelor in Business Administration Major in Management*** 2004 – 2008