My Portfolio

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Quality & Operations / Systems Professional

EXECUTIVE SUMMARY

I am a results-driven technical professional with hands-on experience in technical support operations, quality validation, system verification, and client-facing problem resolution. My background spans multi-area support coverage, process improvement, and cross-functional collaboration, allowing me to contribute beyond execution-level tasks into operational and quality-focused roles.

I have handled multiple provinces and school partners simultaneously, ensuring system stability, proper utilization, and client retention even under resource constraints. I consistently apply a root-cause-driven approach, prioritizing long-term solutions over temporary fixes. This mindset led to initiatives such as hardware airflow optimization for kiosk systems, significantly reducing heat-related failures and restoring client confidence in critical ID system operations.

My performance resulted in a promotion to a Verifier (Supervisory) role, where I validated technical outputs, monitored operational quality, and ensured accuracy in reported resolutions. During staffing limitations, I independently managed remaining client accounts while maintaining positive outcomes and zero client loss. To support sustainability, I designed and implemented a standardized technical support training plan based on real operational challenges and conducted training and orientation sessions for both existing staff and new applicants.

In addition, I provided ad-hoc Quality Assurance support during urgent development cycles when no QA resource was available. This included functional validation, issue identification, and close coordination with developers to ensure stable releases—often completed outside regular working hours to meet critical deadlines.

I was also offered an opportunity to transition into a Product Owner role, reflecting trust in my system knowledge and decision-making. After careful self-assessment, I chose to defer the role to further strengthen my exposure to product workflows, QA processes, and operational execution—prioritizing readiness and long-term effectiveness over title progression.

I bring strong ownership, accountability, and professional judgment, with a focus on quality, clarity, and client impact. My goal is to continue growing in roles that bridge technical execution, quality assurance, and operational decision-making.

EXECUTIVE SNAPSHOT

Results-driven technical professional with experience in quality validation, system verification, and multi-area technical operations. Proven ability to resolve complex system and hardware issues, improve process reliability, and retain clients in high-pressure and resource-limited environments. Experienced in cross-functional collaboration, training development, and ad-hoc QA support during critical delivery timelines. Known for strong ownership, professional judgment, and a practical, long-term approach to system stability and operational quality.

CASE STUDY 1

ID System Kiosk Fan
Airflow Optimization Project

Problem

Multiple partner schools reported frequent kiosk hardware failures caused by excessive heat and poor internal airflow. This resulted in recurring system downtime and declining client confidence. One school expressed intent to unsubscribe due to repeated unresolved issues.

Action Taken

- Assessed kiosk internal layout and identified airflow limitations
- Designed precise ventilation openings without compromising structural integrity
- Selected and implemented proper intake and exhaust fan configuration
- Improved kiosk internal design with focus on thermal management
- Validated implementation and monitored performance post-installation

Result

- Significantly improved airflow and thermal stability
- Heat-related hardware issues reduced to near zero
- Client trust restored; planned system unsubscription was cancelled
- Design became a reference solution for similar deployments

Impact

Demonstrated practical design thinking, root-cause analysis, and direct contribution to system reliability and client retention.

CASE STUDY 2

Area Performance Recovery
& Support Leadership

Background

The technical support team consisted of six members assigned to different provinces. While most areas experienced declining performance and client loss, areas under my responsibility maintained stable system utilization and zero client loss.

Action Taken

● Provided hands-on technical support and proactive client follow-ups
● Focused on root-cause resolution rather than temporary fixes
● Strengthened client relationships through consistent coordination
● Maintained structured reporting and performance tracking

Due to consistent results, I was promoted to a **Verifier (Supervisory) role**. Following multiple team resignations, I independently handled remaining client accounts while maintaining operational stability and requested additional resources for long-term sustainability.

Leadership & Process Improvement

● Designed a standardized technical support training framework
● Conducted training and orientation for existing staff and new applicants
● Established consistent support and quality standards

Result & Impact

● Zero client loss across assigned areas
● Stable system utilization despite limited manpower
● Successful transition into supervisory and operational leadership

CASE STUDY 3

Ad-hoc Quality Assurance Support

During Resource Gap

Problem

Urgent development tasks required validation while no dedicated QA resource was available. This posed a risk of unstable releases and potential client impact.

Action Taken

● Voluntarily assumed QA responsibilities outside regular working hours

● Conducted functional testing and system validation

● Identified and documented issues prior to deployment

● Coordinated closely with developers to verify fixes and readiness

Result & Impact

● Critical releases delivered without compromising system stability

● Reduced risk of post-deployment issues

● Demonstrated adaptability, reliability, and quality ownership beyond role scope

CASE STUDY 4

Standardized Technical Support Training Program

(1–3 Weeks Technical Support Training Guide)

Context / Problem

Despite the complexity of systems and client-facing responsibilities, there was **no standardized training program** for technical support. Knowledge transfer relied on informal shadowing, leading to inconsistent support quality, longer onboarding time, and high dependency on senior staff.

With full familiarity of technical support processes and troubleshooting techniques, I identified the need for a **structured and repeatable training framework**.

Action Taken

● Designed a **1–3 Weeks Technical Support Training Guide** based on real operational scenarios

● Structured training into progressive phases:

Week 1: System overview, workflows, common issues, and support fundamentals

Week 2: Hands-on troubleshooting, ticket handling, and client coordination

Week 3: Advanced cases, independent handling, and quality validation

● Incorporated actual field issues and proven resolution techniques

● Defined clear expectations, daily objectives, and performance checkpoints

● Used the guide for onboarding new applicants and upskilling existing staff

Result

● Faster onboarding and improved confidence of technical support staff

● More consistent issue handling and escalation quality

● Reduced dependency on senior team members for routine concerns

Impact

Established a sustainable training foundation that improved operational consistency, support quality, and team readiness during staffing changes.

CASE STUDY 5

Product Owner Role Offer

Professional Judgment & Self-Awareness

Context

Based on system knowledge, operational performance, and cross-functional involvement, I was offered an opportunity to transition into a **Product Owner role**.

Decision

After evaluating the role's responsibilities, I chose to defer the opportunity to further strengthen my exposure to product workflows, stakeholder coordination, QA processes, and operational execution—prioritizing long-term effectiveness over title progression.

Impact

● Maintained strong trust and credibility within the organization
● Continued delivering high-impact contributions in QA and operations
● Demonstrated professional judgment, self-awareness, and long-term career focus

SKILLS & TOOLS

Core Skills

- Quality Validation & Verification

- Systems & Process Analysis

- Incident & Root Cause Analysis

- Technical Operations & Support

- Training & Knowledge Transfer

Tools & Platforms

- School Management & ID Systems

- Ticketing & Issue Tracking Tools

- Google Workspace (Docs, Sheets, Drive)

- Microsoft Office (Word, Excel)

WORK VALUES & PRINCIPLES

- **Ownership & Accountability** – Taking responsibility from issue identification to resolution

- **Quality Over Shortcuts** – Prioritizing long-term stability over quick fixes

- **Practical Problem Solving** – Applying realistic, sustainable solutions

- **Continuous Learning & Self-Awareness** – Choosing readiness over premature role progression

- **Client Impact First** – Treating client systems as mission-critical

- **Professional Integrity** – Valuing honest work and earned results

NOTE

This portfolio reflects real-world experience, decisions, and outcomes. It represents my approach to quality, accountability, and operational excellence beyond job titles or formal credentials.