

Aldwin Paul P. Corvera

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CAREER OBJECTIVE To be part of an organization where I can utilize my knowledge and skills and to contribute to the growth and success of the company.

PERSONAL PROFILE Date of Birth: May 16, 1997 Place of Birth: Sta. Cruz, Manila
Civil Status: Single

WORK EXPERIENCE**MIS Analyst** (February 28, 2022 – present)

- Provide strong reporting and analytical information support to the management team
- Perform Data Analysis for generating reports on periodic basis
- Reviews operations data in order to create accurate reporting in a timely manner to support management strategic initiatives
- Gather records and provide analytical support for special projects or accounts
- Responsible for generating and analyzing various sets of data
- Clean, organize, transforms incoming raw data from clients to match with MBA/ANT reference data files
- Uploading of data to ANT system
- Provide technical support to operations
- Installation of PC workstation hardware and software
- Provide troubleshooting
- Creation of Domain Users, Deletion of Domain Users

Contact Tracer (August 19, 2021 - December 31, 2021)**Contact Tracer** (October 1, 2020 - December 31, 2020)

Department of Interior and Local Government - NCR

- Conduct case interviews, profiling, and perform an initial public health risk assessment of COVID-19 cases and their identified close contacts
- Collaborate with other government agencies and private sector for the conduct of enhanced contact tracing
- Refer the close contacts to isolation facilities, as necessary
- Conduct active surveillance activities and advocate for implementation of mandatory physical distancing measures at an individual level, and ensure public minimum health standards must be implemented at all times

Call Center Dialer Specialist (May 2019 – February 2020)

M.B.A Consulting Philippines, Inc.

- Creates worklist which will be called by the call center
- Ensures that scheduled SMS, Automated Informator, and other Automated tools are being run with no delays
- Managing the call flow of the entire call center

Assistant Team Leader (September 2018 – May 2019)

M.B.A. Consulting Philippines, Inc.

- Responsible for day-to-day operation of the team
- Monitoring of team performance
- Conducts training, coaching and mentoring of team members
- Provides feedback to team members to ensure compliance with collections policies and procedures
- Responsible for achieving the monthly target of the team

Collection Officer (March 2018 – August 2018)

M.B.A. Consulting Philippines, Inc.

- Responsible in handling day to day operations mainly via phone talking to customer/ debtor

EDUCATION **Bachelor of Science in Business Administration major in Human Resource and Operations Management**
Pamantasan ng Lungsod ng Maynila (2013 – 2017)

SKILLS

- Computer literate (MS Word, MS PowerPoint, MS Excel, HTML, CSS, Basic understanding of SQL)
- Ability to work independently or as part of a team
- Easily adapts to changes in the work environment

CIVIL SERVICE ELIGIBILITY Career Service Professional Eligibility – March 18, 2018, Civil Service Commission
