

Renmar Pateño Bandong

Training supervisor

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Summary

Versatile Training Supervisor and IT Professional with expertise in learning management, technical training, and curriculum development. Proven success in overseeing training programs for over 200 new hires, designing impactful projects, and maintaining relevant training materials. Background includes roles as an IT Lecturer, Account Manager, Online ESL Teacher, and experience in fraud analysis and software development. A committed educator and seasoned professional ready to contribute dynamic skills to a software development role.

Experience

Training supervisor | June 2022 – September 2023

TaskUs

- Efficiently used a learning management system to oversee and distribute educational content and training materials, addressing the needs of 200+ new hires and upskilling programs.
- Delivered technical preparatory training, addressing around 30 basic skill requirements as identified by enterprise needs.
- Successfully designed projects and inspired 50+ trainees through the implementation of effective training strategies.
- Amended and revised documents such as SOP as necessary for the employees to adapt to the changes occurring in the work environment.
- Implemented a feedback system that encouraged trainees to share insights and concerns, showcasing exceptional listening skills in addressing individual needs and concerns.
- Demonstrated empathy and understanding during one-on-one coaching sessions, tailoring training approaches to accommodate individual learning styles, showcasing strong people skills.
- Committed to continuous improvements, regularly assessing and refining training methodologies based on feedback and industry best practices.
- Launched OpenAI at TaskUs as a lead trainer, conducting over 20 new hire training sessions and 'train-the-trainer' sessions within 6 months.

IT Lecturer and Account Manager | September 2019 – April 2022

Informatics College

- Brightspace-D2L used to support blended learning models, where a combination of in-person and online instruction is used, providing flexibility and enhancing the learning experience.
- Prepared and delivered lectures, tutorials, workshops, training, and seminars.
- Developed curricula and course material that could be used across several platforms.
- Provided support to students, trainees, and colleagues.
- Handled subjects: Programming (Core Java, Python, JavaScript and Ruby), Database (SQL, MySQL), Mathematics and Data Analysis (Excel, SPSS, Tableau).
- Built and maintained strong, long-lasting customer relationships.
- Developed trusted advisor relationships with key accounts, customer stakeholders, and executive sponsors.
- Assisted with challenging client requests or issue escalation as needed.

Online ESL Teacher | January 2017 – August 2017

Jerry Marrie Power English

- Delivering online English lessons tailored to various proficiency levels.
- Creating engaging lesson plans with interactive activities.
- Providing personalized feedback to improve students' language skills.
- Monitoring and assessing student progress through assignments and tests.
- Maintaining schedules, records, and effective communication with students and parents.

Fraud analyst | December 2014 – December 2016

SITEL Philippines Corporation

- Prevented and detected potential fraud across payment channels by reviewing customers' accounts.
- Identified fraud patterns through the monitoring of high-risk countries and merchants.
- Accurately documented all actions taken on a case.
- Reported risk information and findings to the immediate supervisor in a timely manner.

Software Developer | March 2014 – May 2014

Philippines Overseas Employment Agency (POEA)

- Developed and maintained software applications.
- Created monitoring of SENA and Adjudication Cases using VB.net, Java, and MySQL.

Training Experience

Adjunct Lecturer | November 2023

[Acbel Polytech Inc.](#)

- Provided instruction for transitioning code, covering C#.NET programming and Python programming.

Adjunct Lecturer | July 2023

[Philippine Electricity Market Corporation \(PEMC\)](#)

- Trained trainers, managers and sr. Managers in basic data analysis and utilizing Tableau for data visualization.

Adjunct Lecturer | March 2022

[Epson](#)

- Delivered training in Web Development and Management.
- Empowered learners with skills in cutting-edge web technologies and effective management strategies.

Resource speaker | December 2021

[Benguet State University](#)

- Presented “Web development to non-developers” to instructors and lecturers in the university.
- Facilitated Q&A sessions and engaged with participants to address their queries.

Adjunct Lecturer | December 2020

[DOST-PAGASA](#)

- Trained the Weather farming division and Weather forecast division in SQL, R and Python programming for data analytics.
- Designed and developed instructional materials and courses that facilitate effective learning and knowledge retention.

Research officer | July 2020

[Bagong Gawí – St. Luke’s hospital](#)

- Spread health literacy and battle fake news in the Philippines through identifying cause and sources of fake new.

Education

BS in Information Technology | 2016 – present

[Baguio College of Technology \(BCT\)](#)

BS in Computer Science | 2017 – 2019 (LOA)

[University of The Philippines](#)

Associate in information technology | 2012 – 2014

[Informatics College](#)