



Kathrine V. Ang

Engineer / Salesforce Consultant / HR Coordinator

kathrine_ang01@yahoo.com.ph

+971 504359454

Work Experiences & Trainings

December 2020 – August 2023

Project Coordinator / HR Officer

Reyada Homecare / Medi Q | Abu Dhabi, UAE

- In charge of refining and streamlining the flow process of Reyada HIP/HQP department.
- Administer Nurses schedule and allocation for Covid related projects.
- In charge of Staff on-boarding tasks from coordination with the IT team for setup and orienting company policies.
- Coordinate with PRO for documents required to collect for mobilization purposes.
- Coordinate with Accounts for monthly payroll requirements, inquiries and staff attendance verification.
- In charge of completing and tracking required documents including visa processing documents for more than 500 staff.
- In charge of creating and releasing HR related documents like employment certificate, salary certificate, etc.
- In charge of maintaining staff data trackers and creating staff on-boarding reports.
- Recruiting admin candidates from online job postings and email.
- Conducting Exit clearances and interviews.

October 2020 - Nov 2020

Oil and Gas Drilling Admin Temporary Reliever

- In charge of preparing drilling invoices for client delivery.
- Coordination with drilling team management for drilling invoices status report.
- In charge of report creation for any damaged or over-used drilling tools.
- Constant communication with clients for drilling invoices approval.

March 2019 – Sep 2020

Online Self Training

Skills :

- **Autodesk 2021 (AutoCAD).** 2D, 3D, Floor Plans and Elevation.
- **SketchUp and VRay.** Residential Interior Design.
- **Japanese Language.** Current level is JLPT N3 - Conversational.
- **Stock Day Trading.** Investment portfolio in Philippine Stock Exchange.

May 2018 – Feb 2019

Salesforce Consultant / Application Team Lead

Accenture Inc. | National Capital Reg, Philippines

- In charge of leading a team of Salesforce Developers in delivering enhancements for Mirvac Australia and resolving their problem tickets within SLA.
- Design and Review Salesforce Solutions to ensure the team's quality of work.
- Plans resource capacity to ensure team productivity and avoid delays in deliverables.
- Reports deliverable status to clients regularly via email or calls.
- Reports deliverable and team status to upper management through internal meetings.
- Travels occasionally to Sydney for client meetings.

Jul 2016 - April 2018

Salesforce Developer / Service Cloud Consultant

AFDigital | National Capital Reg, Philippines

- Involved in SDLC from requirement gathering to production support.
- Develops Social Customer Service in Service Cloud for AUDI Australia, Changi International Airport, Malaysia International Airport, International Bank of Taiwan, PLDT and Smart.
- Modify and test Salesforce SCS Apex Code based on client requirements.
- Build Report and Dashboards for Social Media Cases on Salesforce Service Cloud.
- Train Users of Salesforce SCS Implementation.
- Build Technical Documents involving Social Customer Service.
- Analyzes and reports Facebook, Twitter and Instagram relevant data for BDO using Social Studio.
- Salesforce Certified Service Cloud Consultant

Feb 2014 – October 2015

Salesforce Developer

Accenture Inc. | National Capital Reg, Philippines

- Develops SFDC back end portal site integration with Zuora for a leading telecommunications company in the United States using APEX coding language and Zuora SOAP web services.
- Experienced building a Portal site for online ordering of magazines using Salesforce VF pages and Zuora APIs as a reusable asset for Accenture.
- Experienced in functional capabilities of Salesforce like Security Settings, Workflows, Email Settings, Record Types, Approval Processes, etc.
- Experienced in handling trigger events for SFDC.
- Able to conduct unit tests through Dev Console and Debug Logs.
- Able to obtain Salesforce Developer DEV401 and Salesforce Administration DEV201 certifications.
- Provide technical designs and training materials for Salesforce End Users.
- Able to conduct online presentations of developed tools to Accenture Salesforce Developers in India.

JAVA Developer/Zuora Subject Matter Expert

- Consultant for Zuora functional and custom development in building franchise portal site of an American restaurant known for pizza using Agile methodology.
- Provide proof of concepts of Zuora integration using Eclipse JAVA EE and an existing toolkit for Zuora Web Services during the build phase.
- Involved in building test scenarios and conducting test cases for payment and invoice handling processes.

Jun 2012 – Jan 2014

Radio Frequency Engineer (DT and Post Process)

SMS Global Technology

- Monitoring of 3G/2G network performance by carrying out the drive test using test phones and scanners for signal level and quality.
- Assist in project cost accounting and acceptance engineering.
- DT coverage planning using Huawei Maps.
- KPI & Coverage analysis with recommended solutions for Cellex Antenna.
- Creates valid benchmark reports from data collected from surveys.
- Analysis of drive test data to identify and troubleshoot missing neighbors, coverage holes, pilot pollution areas, areas of no dominance, overshooting sites, parameter inconsistency etc.
- In Building Solution Walk and stationary test with Nemo Handy and post processing using Nemo Analyze and Map Info.
- Conducts training and knowledge transfers for new Post process engineers.

Project Joined and Assigned Areas:

Globe Pre-Nemesis

Globe Micro Benchmarking (Drive Test, 2G&3G) NCR (Manila)

Globe Benchmarking (In Building Solution) IBS

Mar 2010 - May 2010

On The Job Trainee

PLDT | Central Luzon, Philippines

- Outside Plant Engineering
- DSL Troubleshooting
- Mainframe Maintenance
- Fiber Optics Splicing
- Telephone line mappings
- Access Gateway Maintenance

Education

2011

Bulacan State University

Professional License (Passed Board/Bar/Professional License Exam) in
Engineering (Computer/Telecommunication) | Philippines

Major

Electronics and Telecommunication

Additional Info

Address
Language

Al Nahyan, Abu Dhabi
Fluent in both English and Filipino; Conversational Japanese