

MACKY ARRIESGADO

WORKFORCE SUPERVISOR / NETWORK & CYBER SECURITY ANALYST

Results-driven Reporting Analyst with 14+ years of experience in Workforce Management and IT. Skilled in real-time monitoring, data analysis, and operational reporting. Freelance Engineer experienced in data center operations and VMAX storage. Currently pursuing a degree in IT with strong Java programming skills using NetBeans IDE and recognized for Exemplary Learner Outputs (ELO).



WORK EXPERIENCE

ModSquad

Workforce Development Coordinator

July 2024 to Present

- Manage global payroll-related timesheet approvals and reviews.
- Process and approve employee leave requests based on business needs and operational requirements.

Wipro Philippines

Workforce Supervisor - Workforce Management

Elevance Health & Cargen Global Solutions | Oct 2021 to June 2025

- Managed the Workforce Team for real-time performance tracking and operational analytics. Created and presented reports to management, highlighting trends and opportunities.
- Collaborated across departments to coordinate staffing and schedule adjustments. Ensured optimal resource allocation and minimal service gaps during demand fluctuations.

Everise Philippines

Real-Time Analyst - Workforce Management

H&R Block Financial Services | Instacart | April 2020 to August 2021

- Monitored workforce KPIs in real-time (call volume, SLAs, agent activity).
- Made real-time staffing adjustments to meet operational goals and service levels.

Concentrix Philippines

Tier 2 Sr. Advisor - Operations

UberEats Restaurant Support | Dec. 2018 to January 2020

- Provided escalated support to riders, customers, and partnered restaurants in the U.S.
- Resolved issues related to orders placed through the UberEats platform.

Sitel Philippines

Tier 2 Technical Support Specialist

Toshiba Notebook Computer | October 2010- May 2014

- Handled escalations, ticketing, chat support, RMAs.
- Provided L1 & L2 support for software, hardware, and peripherals.

FREELANCING CAREER

- Upwork | Workforce Scheduler / WFM Analyst / Fraud & Cyber Security
- America On Net | Help desk Support
- Grandpa Gus | General Virtual Assistant
- ZionTech Group | Field Onsite Service Engineer



SKILLS & TOOLS

- **Workforce & Reporting Tools:** Avaya, CMS Supervisor, Blue Pumpkin, NICE, Verint, iEX, eWFM, OPESR, Calabrio
- **Business Intelligence & Analytics:** Power BI, Excel, Google Sheets
- **Project Management & CRM:** Salesforce, Zendesk, ZohoCRM, Quickbase, ServiceNow, Pulse
- **Systems & IT Support:** Citrix, AWS, VoIP, Office 365, Active Directory
- **E-Commerce & Virtual Assistance:** Amazon Seller Central, Shopify, Dropshipping, Google Apps
- **Cyber Security & Computer Programming Skills** - Netbeans, Github, Java, Python.



EDUCATION

Bachelor of Science in Information Technology

General Weighted Average - 1.21

- Mapúa Malayan Digital College - 2024 to Present
- Major in Network & Cyber Security
- Acquired ELO (Exemplary Learner Outputs) from IT Program Head

Associate in Computer Technology - Undergraduate

- International Electronics and Technical Institute



CONTACT



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