**Rolly Christian O. Manalo**

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**Objectives**

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A self-taught developer who has a passion of contributing to a result-oriented and fast-paced company. 8+ years’ experience in BPO industry with excellent participation in Workforce Management specifically in developing and innovating new processes. An enthusiastic in building new application that has a big participation in Automation and Database Management.

**Projects**

* **Cryptocurrency Dashboard**
  + A web application that is built in Dash-Plotly Framework where it provides a visualization (graph) of the prices of Bitcoin, Ethereum and Ripple in Philippine Pesos.
  + The program fetches the data from a website API (Coingecko.com) every 5 second. If prices change, it will pick up the data and store it to the database.
  + All updates from database can be seen in the Web application visualization. It has a real time update for the three cryptocurrencies.
  + Has a good database management and good automation.
* **Password Generator Web Application**
  + Web application that randomly generate password.
  + User has an option to select option for length of the password, if the password has capital letters, numbers, or special characters.
  + Has a feature where user’s can send the chosen password to his/her email.
  + Built using Django Framework that has a good security and flexible functionality
  + Use Class Based View approach to build the application.
* **Blogger Web Application**
  + Web application for a simple blog site.
  + Implemented an Authentication and User Creation functionality using Django Framework.
  + Uses PostgreSQL for database management.
  + Users can Create, receive (View), Edit, Delete their own Post.
  + Uses Class Based View approach.
  + Has a good error handling and filtering options.

Technologies:

* Python3
* Django Framework
* Dash-Ploty Framework
* Github
* Virtual Environment (Pinenv)
* PostgreSQL
* Bootstrap
* HTML
* CSS
* JavaScript

**Experience**

**RTA Team Lead Intern November 02, 2019 to December 4,2020 Google Account Sykes Philippines**

* Manage/develop performance of direct reports including coaching and performance review.
* Conduct analysis and recommends solution to improve the performance and efficiency within operations.
* Oversee workforce forecast, scheduling, reporting and Intra-day activities in collaboration with the Command Center.
* Monitor and review processes, inputs and outputs for process improvement recommendations and changes.
* Represent RTA management and reporting functions at Intra-day meeting.
* Collaborate with Operations in strategic planning for the running week.
* Handled and lead BCP procedure.

**OMD I March 11, 2019 to November 01, 2019 Google Account Sykes Philippines**

* Conduct real-time monitoring of agents through the Speakeasy Dashboard and Verint to ensure schedule adherence and notify support personnel on the floor to resolve adherence issues.
* Update Pools and Skilling through Dossier and Speakeasy Admin
* Frequent communication with operations for update regarding the running performance.
* Hosted a daily call with operations regarding the running performance, projection, previous performance and MTD status.
* Completed templates such as Attendance, Interval, Overtime Tracker, Call-in Forms, Process Documents and Trend Analysis.
* POC for business continuity plan for outages and emerging issue.
* Provide Root Cause Analysis for day-to-day performance.
* Provide recommendation for OT and VTO at a daily basis.

**RTA Management September 17, 2018 to February 01, 2019 Qualfon**

* Analyzing over and under for weekly basis.
* Bulk Skilling and bulk upload of schedules
* Conduct Real-Time Monitoring of agents through EWFM RTA Feed.
* Provide recommendation for the next intervals
* Handled VTO solicitation and suggestion

**GWFM Intraday Management February 19, 2018 to September 10, 2018 Conduent Philippines Inc.**

* Analyzing over and under of schedules for the current week and next week staffing.
* Optimizing schedules to balance out staffing for the current week.
* Providing recommendation for the current week projection.
* Conduct Real-Time Monitoring of agents through iEX RTA feed.
* Handled Recovery and Additional Hours computation.
* Sent out daily deliverables
* Hosted Kick-off call for 6 LOB’s.
* Discuss the yesterday, current day and tomorrow’s projection.
* Analyze the data per interval.
* Provide recommendation for the current and next day performance.
* Discuss the penalties, factor of the penalties and recommendation to prevent it.
* Provide recommendation to cover out negative intervals for the current and next day projection.
* Handled VTO solicitation.
* Handled PTO implementation in the account.

**Training**

* **Lean Thinking Training**
  + a business methodology that aims to provide a new way to **think** about how to organize human activities to deliver more benefits to society and value to individuals while eliminating waste.
* **Python Design Patterns**
  + aimed at creating new objects, hiding the instantiation logic from the user. But creation of objects in **Python** is dynamic by **design**, so additions like Factory are not necessary.
* **Programming Foundations in Python**
  + Aim to familiarize foundations of Python Programming**.**