

JANELLE MARIE ALMONTE

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EDUCATION:

SENECA COLLEGE

2021 – 2023

Diploma in Computer Systems Technician

- High Honours
- Laura Flanagan Memorial Award (CNS,CTY,CTYC)

FAR EASTERN UNIVERSITY

2007 – 2011

Bachelor of Arts in Mass Communication

WORK EXPERIENCE:

International Student Transition Coordinator

May 2023 to Present

Seneca College

- Create programs for student learning and development, transition, retention, social-emotional learning, and community engagement.
- Research and implement transition programs in collaboration with various college programs and offices, covering all transitions.
- Develop and execute strategies to aid in the transition to college life, minimize attrition, and retain students, including learning plans, training modules, faculty resources, and collaborative content.
- Coordinate activities and work with other college departments, clubs, and associations to integrate international students with domestic students.
- Manage International Student Services inboxes, handle part-time student staff payroll, and oversee part-time staff training, scheduling, and rescheduling.
- Research and provide current resources such as transportation, college services and policies, immigration, and health insurance.
- Assist in the administration of international health insurance and manage housing and transportation operations, including staff training and scheduling, liaising with academic and service departments, and completing administrative tasks such as purchase orders and payments to providers.
- Communicate with new international students via email to arrange airport pickups and settling in Canada, and assist students with the housing process, options, and inquiries via email correspondence.
- Provide guidelines and resolve issues related to the housing process, options, and inquiries for students.

Emergency Response Agent

Feb 2022 to Present

VHA Home Healthcare

- Assist clients via phone calls and emails, ensuring that their concerns are addressed in a timely manner.
- Collaborate with coordinators, nurses, PSWs, rehab therapists, and Toronto Home and Community Care to ensure that the client's needs are met.
- Inform clients about their approved care plan and policies from Toronto Home and Community Care.
- Follow up and report incidents to the care coordinators.
- Assist clients with their schedules and ensuring that they are visited on their scheduled service dates.
- Reports changes and requests to the coordination team.
- Advising personnel in the area of any potential threat and/or initiate evacuation procedures.
- Confirm safety aspects on-site, such as the need for personal protective equipment and other health safety precautions.
- Coordinate and complete additional internal and external notifications.
- Assess the severity, potential impact, safety concerns, and response requirements based on the initial information provided by the First Person On-Scene.
- Communicate with and provide incident briefings to company executives as needed.
- Dispatch requests for assistance.

Sr. International Student Support/Lead Mentor

Dec 2021 to Apr 2023

Seneca College

- Support students through email, virtual and in-person support and programming.
- Assist and support mentors, monitor their reports, and follow up with management and oversight on a regular basis as needed.
- Collaborate with other departments to ensure that mentors and mentees receive news, updates, and other important information.
- Supervise mentors by holding weekly meetings and sharing various resources.
- Help international students with questions about immigration, registration, health insurance, IRCC requirements, and other student policies.
- Host and lead casual student life drop-ins with students daily.
- Take part in and organize college events and seminars so that students can participate.
- Conduct interviews and evaluates potential new mentors.
- Ensures that inquiries in Salesforce are routed to the appropriate department in order to maintain the workflow.

Strategic Client Service Representative

Sept 2019 to Apr 2021

Casto Travel Philippines

- Provide expertise and support for the troubleshooting of technical issues related to the ConcurTravel interface for both internal & external clients
- Respond to management requests for information, explanations, training issues & other support requests.
- Participate in ongoing process review of operational procedures, working toward

automation of all possible functions.

- Manages client reports, analysis, and business reviews.
- Work with vendors to ensure client requests are delivered.
- Set up accounts, profiles, and opportunities in Salesforce and Concur Travel.
- Perform market research to identify gaps in customer expectations.
- Design presentations and reports as requested by the management.
- Ensure that all emails and calls are answered promptly.
- Work with accounting regarding invoices, check requests, and other fees-associated inquiries.
- Identify opportunities for technology and service solutions while delivering world-class customer service and interaction that exceeds client expectations.
- Handles file management to ensure all data and information are easily retrieved.
- Participate in creating the request for proposal and client's statement of work.
- Audit reports before sending them to clients.

Client Integration Services Coordinator

Jan 2016 to Mar 2019

Carlson Wagonlit Travel

- Collaborate with both internal and external clients to facilitate technical integration and onboarding activities, providing ongoing support for day-to-day operations.
- Skillfully create custom reports using Business Objects and SQL, ensuring data accuracy and relevance.
- Develop and construct scalable, robust technical solutions to offer clients ad-hoc and self-service reporting capabilities by seamlessly integrating BI tools.
- Design client-centric solutions that align with their business needs, ensuring secure circuit design and disaster recovery preparedness.
- Responsible for leading third-party security and safety implementations from initiation to go-live.
- Supports Global Program Managers in implementation requests.
- Tracking and communicating project risks and opportunities.
- Liaising with clients and vendors to determine the project's objectives.
- Providing administrative support.
- Designing and controlling the project schedule.
- Program and manage data in the message distribution facility and SQL to ensure synchronization in CWT Suite systems and CRM.
- Conduct post-implementation audit and review to ensure the sustainability of the project and to monitor and communicate developments.
- Collaborate with system integration team and ensure compliance to all client requirements and provide appropriate training to clients and ensure efficient implementation of all systems.
- Maintain all project plans and ensure compliance to the timeframe and collaborate with stakeholders for all implementation processes.
- Process adequate project reports.

Technical Service Consultant

Dec 2014 to Dec 2019

Carlson Wagonlit Travel

- Provide second line technical support for TSC agents, Online Fulfilment functions, Program Management, and other groups as needed.
- Provide technical support in CWT's mobile application (CWT To Go), CWT Hotel Selling Platform, CWT Analytics, and CWT Message Distribution Facility.
- Create an analytical report for supported products.
- Develop user guidelines and documentation following CWT's policies and procedures.
- Maintain synchronization of all client accounts.
- Acts as a liaison between different departments in the company and their customers.
- Coordinate with business units to support new product developments and existing product enhancements.
- Work with the development team in performance analysis of new products and enhancements.
- Maintain documentation for all support activities including product development and enhancement.
- Work with the support team to evaluate complex customer problems, identify root causes and derive resolutions.
- Guide support team in addressing customer problems within an established response time.
- Develop training materials and conduct training for new hires.

Client Technology Representative

April 2014 to Dec 2014

Carlson Wagonlit Travel

- Handles internal and external client issues through phone calls, emails, and self-service tickets.
- Provide technical support in online bookings tools such as Concur, GetThere, KDS, Amadeus E- travel, Serko, Traveldoo, Cytric, and Deem.
- Track tickets into ServiceNow helpdesk ticket systems.
- Communicate appropriate information to customers regarding profile creation and company policies.
- Work on escalated issues by other support teams.
- Ensures that the service level agreement is followed.

SKILLS:

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|-----------------------------------|------------------------|
| • Project Management | • Network Security |
| • CRM Software | • Microsoft Office |
| • Linux (CentOS and Kali) | • Customer Service |
| • Technical Support | • Microsoft Azure |
| • Amazon Web Services | • Microsoft SQL Server |
| • Python | • MariaDB |
| • Microsoft Server Administration | |

CERTIFICATES:

Emergency First Aid/CPR-Level C & AED

Certificate Number: 102822553

Validity: November 25, 2021 to November 24, 2023

Cloud Practitioner Essentials

Amazon Web Services

Validity: September 22, 2022 (No expiration)

Introduction to Cybersecurity

Cisco

Validity: September 08, 2022 (No expiration)