

# JENNY PAPILLA

## OBJECTIVE

Led the IT team through several big projects from start to finish, and have worked as a consultant. I am confident my management skills, business acumen and knowledge in analyzation of processes are ideal for the position available in your company.

## EDUCATION

De La Salle University - Dasmariñas  
2004 Bachelor of Science in  
Computer Science

## WORK EXPERIENCE

### TASKUS | CAVITE, PHILIPPINES

**IT Supervisor** | March 2022 - May 2023

- Handled multiple locations Globally for TaskUs
- Lead IT Support Specialist across TU sites
- Checking daily tickets and monitoring ticket SLA
- Prepares weekly report for unreturned assets and asset deployments
- Leads asset cycle counting across sites
- Doing random asset sampling during audits
- Leading monthly and quarterly audits
- Conducting physical full inventory
- Coordinates with different departments, attends meetings involving IT assets
- Responsible for the performance management of I.T. team
- Responsible for ITSS scheduling
- Conducting weekly one-on-one coaching and team meeting

**Operations Team Leader** | May 2019 - March 2022

- Work closely with the team, motivating and coaching them
- Conduct One-on-One coaching and team meetings
- Making sure the team reach their targets
- Support the Operations Manager to highlight operational risks and areas for improvement
- Work with the management team to identify and deliver positive change and business efficiencies
- Escalate any appropriate problems to proper department
- Support the Senior Manager to highlight operational risks and areas for improvement
- Manage team KPI



## CONTACT DETAILS

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## CORE QUALIFICATIONS

- Management of an I.T. Support team
- Basic hardware and Software troubleshooting
- Understanding of direct marketing concepts
- Familiarity with Rich Media and the interactive space
- Immense experience in store management activities
- Theoretical knowledge of business management and exposure to real-time store trading activities
- Knowledge in Visual Basic, JavaScript, HTML, HTML 5, Flash CS5.5, ERP System and PeopleSoft, MS Visio,
- Developing/ Designing Processes and Procedures
- Drawing Process Flows and Flowcharts
- System Analysis and Process Analysis
- Proficient in Microsoft Office
- Strong negotiating skills and experience in dealing with a wide variety of people at different levels
- Flexible, self-motivated and resourceful
- Has an eye for detail, organized and structured in approaching problems
- Accounting literate

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## ABUISSA HOLDING | DOHA, QATAR

IT COORDINATOR / **IT PROCESS CONSULTANT** |

December 2013 — April 2019

- Designing and drawing flowcharts
- Analyzing flows for new system development
- Coordination and support for I.T. teams from UAE, KSA, New York, Turkey, Bahrain and Qatar
- **Started the asset management**
- **Handling IT assets**
- **Provides asset reports and ITSS performance reports**
- **Managing IT Assets from acquisition, setup to disposal and inventory.**
- **Conducting IT asset quarterly audits**
- **Doing quarterly and yearly inventory**
- Handling of POS installations and troubleshooting when the need arises
- Responsible for managing the IT aspect in project implementation such as preparation and installation of peripheral devices, network set-up and POS configuration for new outlets
- Responsible for deleting, creating email addresses and profiles in AD
- Conducting new systems training
- Develops new processes and policies
- Develop forms for the IT Department
- System implementation
- Implements beta testing (UAT)
- Conducting training for newly develop systems

## COGNIZANT TECHNOLOGY SOLUTIONS | TAGUIG, PHILS.

SR. PROCESS EXECUTIVE / **CAMPAIGN MANAGER** |

June 2012 — November 2013

- Develop and maintain relationships with clients, technology partners, agencies and creative shops
- Manage multiple concurrent campaigns, including launching, monitoring, analyzing and communicating effective and ineffective areas of a campaign
- Work effectively with a variety of internal teams, including Sales, Engineering, Product Management, and other Client Services teams
- Expand personal and team knowledge of new and upcoming products, such as mobile and dynamic ads
- Effectively maintain client expectations and meet deadlines

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## NATY JOEL TRADING - WESTERN UNION| CAVITE, PHILS.

**OUTLET MANAGER** | November 2009 - May 2012

(Part Time 2009-2011 ; full time 2011-2012)

- Responsible for meeting the profit goals of the establishment
- In charge of managing operations on a daily basis
- Oversees employee training and ensure that all hourly employees complete their training in a timely manner
- Handles and resolves customer complaints
- Ensures that the cash registers have an adequate supply of change and bills
- Acts as liaison between Western Union and Store Franchisee

## TELETECH | BACOR, CAVITE

Aug 2007 - Oct 2011

## LEAD AGENT (SUPERVISOR)

- Provided leadership to a team of technical support representatives to ensure quality customer service and maintain Service Level Agreements
- Supervise daily operations in a technical support contact center environment
- Implemented in depth coaching/training to new and tenured technical support representatives
- Achieved business objectives and performance goals by working together with top management in ensuring operational efficiencies through planning, continuous monitoring, and analysis of the technical support call center operation
- Managed multiple priorities as well as motivate and lead the support team
- Provided level 1 and 2 support for a North American ISP

## TECHNICAL SUPPORT REPRESENTATIVE FOR INTERNET CONNECTION

- Perform advanced troubleshooting on internet connectivity over the phone or through remote computer access
- Escalate class issues and repair cases to appropriate party
- Analysis, diagnosis and resolution of client problems

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## TEAMLEADER/TECHNICAL SUPPORT FOR LAPTOPS

- Analysis and troubleshooting of hardware and software problems of laptop computers, notebooks and peripheral devices
- Support for internet connectivity issues
- Escalate class issues and repair cases to appropriate party
- Perform advanced software repair installations
- Provide and coordinate quotation for out-of-warranty cases
- Implement system upgrade, perform system backups and disaster recovery
- As team leader: manage my team's KPI (key performance indicator) and do coaching sessions. Making sure the team meets the service level agreement of the client.

## CERTIFICATIONS/ TRAININGS

Culinary Arts and Culture

Cookery - NC II

March 2022 Cavite School of St. Mark

Rich Media Advertising Training

January 2013 Cognizant Technology Solutions

E - Commerce Marketing Training

June 2013 Cognizant Technology Solutions

ITIL v3 Certification

March 2013 Cognizant Technology Solutions

Management Training

October 2008 Teletech Philippines

March 2009 Western Union

System Analysis and Design Symposium

August 2002 De La Salle University

Advanced Visual Basic

August 2002 De La Salle University

English Proficiency

March 2004 De La Salle University