Justin Quilon, MBA

Certified ITIL V3, CCNA and Six Sigma Yellow Belt

MBA – Middle Management (**Ateneo Graduate School of Business**)

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Strategic Contributions

- Service Delivery and Support – Designed, Established, Managed and Improved Global Service desk supporting 120 countries across four regions of more than 10,000 business users relying on IT infrastructure, critical applications and automation tools to better perform their functions

- Operations Management – Managed a highly critical revenue-generating team that monitor and control IT services offered to the customer and ensure collections for services rendered to our customers around the world. These include collaboration with several teams requiring a combination of technical and audit portfolio of each of my staff

- Project Management and Process Improvement – Designed and implemented process improvement creating more value to my department where we recovered £3,000,000 converted into a revenue and even prevented progressive loss of profit to the company.

Career History

Engineering Manager (Software Development Company)   May 2021 – present
- Coordinate with potential clients on their technical needs and provide estimates for the project
- Plan, coordinate, and communicate effectively with Project managers on project requirements pertaining to team composition.
- Creates competency matrixes for technical positions to provide a standardized evaluation of candidates and contractors
- Automate or improve the existing technical processes
- Assist existing teams on projects
- Actively participates in technical reviews and orientations
- Provide coaching, feedback, and mentoring for all engineers throughout the product delivery process
- Conducts monthly knowledge sharing sessions to update engineers on new technologies and trends

Global IT Vendor Compliance and Control Senior Manager   February 2020 – May 2021
Regus Service Centre Phils., B.V.

- Reports directly to the IT Commercial Director
- Manages Group IT cost control which covers Financial Outlook preparation and spending monitoring.
- Oversee, manages and leads the IT Device Management Team ensuring SLAs and KPIs are achieved.
- Plans, develops, and implements the IT Team's global change request process.
- Handles the asset inventory management of Group IT.

<u>Global Operations Manager</u>   February 2019 – February 2020
Regus Service Centre Phils., B.V.

- Reports directly to the Head of Billing and Support Services.
- Manages and leads 3 global teams (Billing team, Titan Administrators team and, Revenue Assurance team) with a total of 40 FTEs.
- Plans, develops and implements new global processes for the Billing team, Titan team (Regus' Billing System) and Revenue Assurance team including Regus customers.

<u>Global Revenue Assurance Manager</u>   July 2013 – January 2019
Regus Service Centre Phils., B.V.

- Reports directly to the Head of Billing and Support Services.
- Recruited, trained/coached, and regularized the whole Revenue Assurance team from a project based team into an operations team.
- Oversees, manages and leads the Revenue Administrators and the Centre Auditors through Quality Reports and KPI Scorecards (98% Team Audit Quality rating).
- Plans, develops and implements new global processes for the Revenue Assurance team and Regus customers.
- Regularly performs Problem management and continuous improvement of processes which significantly decreased the number of escalations by 85% cultivating a good relationship with key stakeholders.
- Responsible for implementing revenue generating projects globally and providing Regus with £36,000,000 of revenue on average per year.
- Automated 65% of the Revenue Assurance processes to utilize resources and maximize productivity.

<u>Global Service Support Manager</u>   2012 – June 2013
Regus Service Centre Phils., B.V.

- Reports directly to the Global IT Services Director.
- Manages the Service Support Desk which includes the Network Operations Center (NOC) Team and the Contact Desk.
- Acts as the Single Point of contact and communication conduit to the business for the Duration of any such activity. Major incident and BCP lead in Manila.
- Works with the technical managers to ensure all shifts are manned and all daily actions plans communicated. Responsible for IT Manila Shift management/coordination.
- Oversees the overall performance and activities of the Service Support Desk including and not limited to Shift planning and management, Real-time shift analysis, compliance and task availability covering inbound outbound calling as well as KPI and Quality adherence.
- Manages and drives team's correlation and triage activities (emails and tickets), including and not limited to directing and or updating technical teams of Unassigned and or failing tickets during the first contact cycle.
- Delivers and interprets the Key Performance Indicator's data to the team at the agreed intervals per shift, for performance management purposes including Aging, Risk, escalated and overdue tickets, and facilitate and or coordinate the creation of the action plans for those items identified and are at risk of missing the defined KPI.

Network Operations Center – Team Lead   2011- 2012

Regus Service Centre Phils. B.V.

- Reports directly to the Network Operations Manager.

- Manages a group of system monitoring team primarily responsible for overseeing any challenging network activity from centers and ISP's end and ensure timely escalation and mitigation of any issue according to the committed service level.

- Monitors the adherence and productivity metrics of the team.

- Plays a critical role in resource hiring and regular employment confirmation through technical screening, assessment & evaluation and selection.

- Supports technical agent onboarding by providing extensive technical training to newly hired employees.

- Manages the skill development of the entire team and makes certain that their performance exceeds business targets month-on-month.

- Handles the workforce schedule for the entire team.

- Provides technical expertise to technical support agents and being considered as one of the technical escalation channels.

- Plans and implements new processes for the team.

Systems Engineer/Developer   2006 – 2011

Smart Communications Inc. – Makati City, Philippines

As part of Smart Planning and Engineering Team, I delivered exceptional Support to most employees of Smart Network Platforms and Services Division in a large-sized enterprise environment. My network technical support/engineering roles and projects are as follows:

Systems Engineer

- Maintains, installs, and supports data servers and other computer systems

- Handles Oracle database for Net Act Planning Tool to maximize software capacity

- Troubleshoots and checks whether the SQL, UNIX, Visual Basic Application (Excel & Access utilizing ODBC Connection) scripts are running and gather correct data

- Creates SQL, UNIX, Visual Basic Application (Excel & Access utilizing ODBC Connection) scripts to speed up work process and data gathering

- Performs SQL server maintenance and backup

- Provides reports, presentations, data and/or statistics needed by Planning and Engineering group, such as GSM/3G/HSPA SMS and voice call traffic, cell sites information, and network performance

Developer

- Provides a web-based portal to avoid frequent questions regarding the server location of work orders, KPI data, and processed statistics

- Builds in-house tools for 3G performance monitoring using web-based interface

- Creates Net Web-applications using Visual Studio 2008 (C# language)

- Creates and manages stored procedures and tables in SQL database

College Professor   November 2010 – April 2011

Don Bosco Technical College –Mandaluyong City, Philippines

- Designs course materials for the subjects taught, including presentations, examinations, and course works
- Supervises, manages, implements, handles the instruction and training of an average of 15 students in PHP and MySQL
- Handles the hands-on training of an average of 15 students in PHP and MySQL.

Educational Background

Ateneo Graduate School of Business (MBA Middle Management Program)   **2018**
Don Bosco Technical College (Bachelor of Science in Computer Engineering)   **2005**
Other Trainings:
PMP
ITIL v3
CCNA
Lean Six Sigma Yellow Belt