

# Kenneth Louis C. Davadilla

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## Skills Summary

- A full-stack web developer experienced with all stages of development cycle
- Trained in multiple development tools (HTML, CSS, JavaScript, Git, PHP, JQuery, MySQL, Laravel)
- Excellent project management and stakeholder relations with 10+ years professional experience

## Highlights

- Front End Responsive Design
- Dynamic Web Development
- UX/UI Design
- Search Engine Optimization
- PHP / Laravel
- Visual Basic for Application
- Windows Server 2010
- Technical Documentation
- Business Intelligence
- SQL
- SharePoint
- Microsoft Office
- Agile Project
- Customer Service

## Education & Training

- Web Development Bootcamp - Tuittt - IT Training Philippines Q.C. (2017)
- Computer Systems Servicing NC II – Asian College Q.C. (2017)
- Computer Hardware Servicing - CNCTC España, Manila (2017)
- PHP & MYSQL Training – UPITDC Diliman Q.C. (2015)
- Java1 Programming Training – Informatics College Alabang (2011)

**BS in Information Technology ETEEAP** Technological University of the Philippines Manila  
Ermita, Manila, Batch 2017

**BS in Computer Science (Undergraduate)** STI College Las Piñas  
Las Piñas, Metro Manila, Batch 2006

**Secondary Education - Arclight Academy**  
Las Piñas , Metro Manila , Batch 2000

## Professional Experience

**HJU Group Inc.**, Remote-Based, U.S.A

**Web Developer (Laravel)**, May 2018 – Aug 2018

- Lead the entire web application development life cycle right from concept stage to delivery and post launch support
- Convey effectively with all task progress, evaluations, suggestions, schedules along with technical and process issues
- Document the development process, architecture, and standard components
- Unit & Feature Testing to avoid errors/bugs

**AIG Shared Services Phil Inc.,** Muntinlupa, Metro Manila, Philippines

**Business Intelligence Developer,** Sep 2016 – Present

- Designing, developing and maintaining business intelligence solutions
- Crafting and executing queries upon request for data
- Presenting information through reports and visualization using Tableau
- Conduct unit testing and troubleshooting
- Evaluate and improve existing BI systems
- Collaborate with teams to integrate systems

**Xerox Business Services Phil Inc.,** Pasay, Metro Manila, Philippines

**Project Support Senior Associate,** Jun 2015 – Sep 2016

- Provides a wide variety of administrative and staff support services to global recruiting department for Customer Service Group
- Assists in daily, weekly, and monthly reporting responsibilities, research and data analysis
- Organizes projects/activities revolving on process improvements that may require interdepartmental meetings and communication ensuring completion of the program/project on schedule
- Creates process documentation and presentation for all stakeholders as guide/reference
- Streamlined the data feed process that supplies the standard global reporting for recruitment
- Developed tracking systems that eliminates redundant manual tracking by use of Access forms
- Launched web examination platform which replaced the manual paper exams the company is using as entry exams for all applicants
- Transitioned the end-to-end reporting process from offline recruiter manual data submission to an online system to reduce reports generation time & recruiters' deliverables

**Convergys Inc.,** Alabang, Manila, Philippines

**Reports Analyst,** Sep 2014 – May 2015

- Perform data analysis to generate accurate reports for business strategic initiatives
- Generate metric, performance reports for operations for coaching & development purposes. Create agent/team leader scorecards, ad-hoc requests, trending daily & monthly reports for management review using Business Intelligence, Cognos, IEX and other data warehouses
- Responsible for database management for historical data integrity using SQL tools
- Consistently communicate with Clients to help improve reporting processes, educate end-users how to maximize reports by extracting all needed information for easy viewing

**Queue Manager for Commitments–Outbound Team,** Jan 2013 – Sep 2014

- Responsible for distributing work load to all teams for processing and create reports using CMS and other tools to anticipate volume & determine staffing needs & coaching opportunities
- Monitor agent productivity, ensure schedule adherence and floor policies, and respond to client inquiries
- Created process improvement rules that highlight violators of back-log prioritization
- Provide real time assistance regarding product specific and tool – related issues
- Pioneered a tool utilization report which eliminated the variance between the actual completed work volumes from the End-of-Day report
- Assist in updating call-back processes to meet client requirements
- Actively engage in sending feedback reports to assist leaders in staff performance management

**ICU Specialist,** Dec 2012 – Jan 2013

- Handle cases that require thorough review of issues that require out-of-the-box resolutions
- Conduct communication huddles to calibrate leaders with product and process updates
- Create huddle materials and send performance reports

**ACE Call-back Specialist,** Nov 2012 – Dec 2012

- Part of the pioneer team that handled call-back requests from customers who responded through an automated satisfaction survey, to support management meet client requirements

**Resolution Specialist/A-bay Coach,** May 2011 – Nov 2012

- Tasked as after-hours POC to manage scheduling for co-RSDs to maintain staffing needs.
- Provide real-time assistance for product-specific inquiries & handle queries from leaders & staff
- Conducts coaching and product knowledge mentoring sessions to agents

- Handle escalated calls and send feedback to leaders to use for coaching purposes

**Senior Customer Service Specialist, Nov 2010 – May 2011**

- Create follow-up callbacks for customers & submit trouble tickets
- Handle customer inquiries and assist with phone orders

**Customer Service Associate – Specialist, Mar 2010 – Nov 2010**

- Handled back office issues on payments, billing, and other unable to complete transactions
- Attended to onset issues reported on inbound calls, make service changes, and recommend service options for US telecommunications customers ☐

**APAC Customer Service, Alabang, Manila**

**Home Office Care, Sep 2009 – Mar 2010**

- Pioneered the home office team who provided benefits summary for premium members
- Submitted claim disputes for providers after review for possible reimbursement

**Humana Medical Care, Jun 2008 – Sep 2009**

- Medical benefits and claims service for Insurance providers for regular consumer members ☐

**McDonald's Philippines, Las Piñas, Manila, Philippines**

**Service Crew, Jun 2006 – Jun 2008**

- Positioned at the cashier station to take orders for customers, lobby station to maintain restaurant cleanliness and provide customer assistance

**Jollibee Food Corp, Las Piñas, Manila, Philippines**

**Service Crew, Jan 2006 – Jun 2006**

- Positioned at the cashier station to take orders for customers, lobby station to maintain restaurant cleanliness and provide customer assistance

**STI College, Las Piñas, Manila, Philippines**

**Student Assistant, 2005 – 2006**

- Assigned in the word processing and archiving of various documents
- Filed and organized documents

## Extra-Curricular Activities

**Employee Engagement Champion, 2011 – 2015**

- Assist in engagement programs mostly in creative projects consisting of designing/doing layouts tasks
- Company Dance Troupe, Hiking community and Basketball Team member

**Awards, Recognitions and Accomplishments:**

- Quarterly Performance Awardee (QM – 4Q '14, RSD – 1Q '13, Agent – 2Q '12)
- Breakthrough Employee of the Year – Candidate (2011)

**Developers Connect (2016 –on going)**

- Participate in seminars held by DevCon (Docker 2017, Django 2016)