

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

AIG Shared Services Phil Inc., Muntinlupa, Metro Manila, Philippines
Senior Business Analyst, Sep 2016 – Present

- Organizes projects/activities revolving on process improvements that may require interdepartmental meetings and communication ensuring completion of the program/project on schedule
- Co-developed the Productivity trackers using Visual Basic for Applications that is currently deployed on all off shore contact centers
- Implemented a project collaboration process using SharePoint where tasks are sorted by priority and ensures achievement rate is within service level

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)