

IVON S. MACAPLA

+639610738454 | macapla41@gmail.com | Zamboanga City, Philippines | <https://www.linkedin.com/in/ivon-macapla-126b4128b/>

CAREER SUMMARY

Highly skilled and results-driven Network and Workforce Management Professional with over 6 years of experience in the telecommunications industry. Proven expertise in configuring, maintaining, and troubleshooting LAN, WAN, and WLAN systems, as well as installing routers, switches, and fiber-optic equipment for both residential and business clients. Transitioned into a leadership role as a Workforce Management Associate, where I successfully led technical teams, optimized dispatch operations, and ensured compliance with service standards. Experienced in providing advanced technical support, resolving complex field issues, and analyzing data to forecast workforce needs. Adept at process improvement, vendor coordination, and effective cross-functional communication. I am proficient in Microsoft Office Suite, CRM platforms, Oracle Field Service Cloud, and Clarity.

EXPERTISE

Workforce Forecasting and Scheduling | Technical Team Leadership | Communications | Field Service Operations | Network troubleshooting | Vendor Management | Data analysis and Reporting | Project and process improvement | Network Security Principles | Ticketing Systems and Issue Resolutions | Network Configuration | Excel advanced, CRM and OFSC Platforms | Business Continuity Planning - ISO 22301 | Risk Management Planning | Disaster Recovery Planning | Quality Management - ISO 9001 | Occupational Health and Safety Management - ISO 14001 |

TECHNICAL SKILLS

Automation | Backup management | Cloud computing | Data analysis | Encryption | Firewall configuration | Graphic design | Hardware maintenance | IT support | Network routing | Fiber Optic splicing | Basic Python | Linux | FTTX | NGN | VOIP | IPTV, Mesh, CCTV repair and Installation | Network Configuration | Computer Hardware | Network Security | Firewalls | Modem Encryption | UI path | Fortinet Firewalls | Ubuntu | Windows | Wireshark | WIFI5 & 6 | Huawei and Fiberhome |

PROFESSIONAL EXPERIENCE

WORKFORCE MANAGEMENT ASSOCIATE | PLDT (TELECOMMUNICATIONS) | Zamboanga city FEB 2020-JUN 2025

- Recognized as **Best Employee of the Year (2024)** for outstanding performance, leadership, and service reliability.
- Analyzed workforce data to forecast technician requirements and align resources with demand.
- Managed daily dispatch operations, optimizing technician routes and response times.
- Implemented process improvements that increased operational efficiency and service delivery.
- Conducted vendor due diligence and maintained productive supplier relationships.
- Facilitated regular meetings to address operational challenges and coordinate team efforts.
- Communicated key updates and performance insights to management for strategic planning.
- Proficient in Microsoft Office Suite, Clarity, Oracle Field Service Cloud, and various CRM platforms.
- Served as team leader for field service engineers, providing guidance, support, and performance monitoring.
- Provided technical support and resolved fiber-related network issues to ensure service reliability.
- Monitored field installations to ensure compliance with technical standards and best practices.
- Updated facility records and NAP (Network Access Point) locations in the Clarity system to maintain accurate service mapping and support provisioning activities.
- Performed office-based activation of Wi-Fi networks following on-site installation by Field Service Engineers, ensuring smooth service deployment and functionality.
- Coordinated with Field Service Engineers to execute NAP Box clearing and network access point maintenance, ensuring service continuity and minimizing downtime.
- Executed advanced configuration of IPTV, Wi-Fi mesh, and CCTV solutions after installation, ensuring secure integration and optimal network performance.
- Supported Outside Plant engineering operations, assisting in the planning, installation, and troubleshooting of external network infrastructures to maintain service quality.
- Served as the right-hand support to the Zone Head, assisting in executing Outside Plant (OSP) operations in coordination with business partners to ensure efficient service delivery.
- Collaborated with planning and field teams to nominate NAP Box locations in various geographical zones, ensuring accurate alignment with household counts and network capacity planning.

FIELD SERVICE ENGINEER|CXSDA | PLDT | (TELECOMMUNICATIONS) |Zamboanga City Feb 2019 – Feb 2020

- Configured, maintained, and troubleshoot LAN, WAN, and WLAN systems for residential and business clients.
- Installed and supported networking equipment including routers, switches, and fiber-optic systems.
- Troubleshoot fiber-related issues such as signal loss, breakage, and connectivity problems using OTDR and power meter tools.
- Performed end-to-end testing and quality assurance to ensure optimal signal strength and service reliability.
- Conducted site surveys and assessments to determine optimal routing and installation of fiber lines.
- Collaborated with vendors and contractors to resolve technical issues and support large-scale deployments.
- Proficient in Microsoft Office Suite, OTDR testing tools, fiber optic mapping, and network diagnostic software.
- Set up and configured IPTV, WIFI MESH and CCTV systems as part of after-sales service to enhance customer satisfaction.
- Proficient in Microsoft Office Suite, OTDR tools, fiber network diagnostics, IPTV and CCTV systems, and field service platforms.
- Repaired and maintained NGN (Next Generation Network), VDSL, and DSL lines, ensuring stable broadband service and minimal downtime.
- Performed jumper wire connections from frame to cabinet, including cross-connections and patching for voice and data services.

MARKETING SPECIALIST | International Pharmaceutical Inc. | Cebu City Oct 2017 – Jan 2019.

- Developed and executed targeted marketing strategies, including digital campaigns and seminars for healthcare professionals, to drive brand visibility and sales growth.
- Conducted in-depth market research and competitor analysis to identify revenue opportunities and strategic market positioning.
- Implemented initiatives based on market insights, resulting in increased sales performance and business expansion.
- Trained and mentored sales representatives, enhancing their product knowledge, customer engagement, and closing techniques.
- Improved team performance and productivity through ongoing coaching and support.
- Fostered strong relationships with key stakeholders, including healthcare providers and distributors, to strengthen customer loyalty.
- Collaborated with cross-functional teams to align marketing and sales objectives with overall business goals.

CUSTOMER SERVICE REPRESENTATIVE (TELECOMMUNICATIONS) |Convergys | Cebu City APR 2017 – SEP 2017.

- Handled customer activation requests for new SIM cards, ensuring accurate processing and seamless onboarding.
- Provided clear and detailed explanations of billing statements to resolve customer concerns and promote transparency.
- Assessed billing disputes and applied appropriate adjustments, including reversals or goodwill credits, in line with company policies.
- Delivered high-quality customer service by addressing inquiries, resolving issues promptly, and maintaining a positive customer experience.s
- Maintained accurate documentation of customer interactions and transactions using CRM systems.
- Adhered to service level standards and performance metrics to consistently meet or exceed call handling and customer satisfaction targets.

STUDENT LIBRARY ASSISTANT |Ateneo De Zamboanga University | Zamboanga City Jun 2012 – Mar 2017

As a Student Library Assistant, I supported the daily operations of the university library while gaining foundational experience across key library departments Acquisition, Technical, and Reference Sections. My role involved the following:

Acquisition Section: Assisted in the selection and processing of library materials by checking bibliographic information, encoding purchase details, and helping maintain accurate acquisition records. Developed familiarity with cataloguing systems and publisher databases.

Technical Section: Contributed to cataloguing and classification of materials using library management systems. Helped with physical processing tasks such as labeling, barcoding, and book covering, ensuring materials were shelf-ready for circulation.

Reference Section: Supported students and faculty in locating research materials and navigating physical and digital resources. I provided basic reference assistance and helped in maintaining the organization of reference materials and periodicals.

Through this experience, I developed strong organizational skills, attention to detail, and a practical understanding of library operations and information management.

EDUCATION

BACHELOR'S DEGREE | Office Administration | Ateneo de Zamboanga University Jun 2012 – Mar 2017

- "Sinag" News Writer at Beacon School Publication – Ateneo de Zamboanga University
- Sepak Takraw Varsity – Ateneo de Zamboanga University
- Society of Ateneo Scholars – Ateneo de Zamboanga University

INTERNSHIPS

CYBER SECURITY ANALYST INTERN – DELOITTE AUSTRALIA

JUN 2024

- Assisting in the implementation of security measures to protect computer systems, networks and data.
- Learning to anticipate security alerts, incidents and disasters and reduce their likelihood.
- Assisting in the analysis of software systems for vulnerabilities and risks.
- Monitoring system logs and identifying potential issues with computer systems.
- Assisting in the implementation of firewalls and data encryption programs to protect sensitive information.
- Participating in the development of security standards and best practices for the organization.
- Helping to educate fellow employees about computer security.
- Assisting in the preparation of reports that document security breaches and the extent of the damage caused by the breaches.
- Staying current on IT security trends and news.
- Performing routine audits to ensure security measures are functioning correctly.

ON-THE-JOB-TRAINING | Bureau of Internal Revenue | Zamboanga City

Jun 2015 – Mar 2016

- Completed a 300-hour internship under the Assessment Department of the Bureau of Internal Revenue (BIR).
- Assisted in tax assessment procedures and gained hands-on experience in government taxation systems.
- Supported document verification and filing processes to ensure accuracy and compliance with regulatory standards.
- Performed administrative tasks that enhanced organizational efficiency and improved attention to detail.

Strengthened understanding of tax regulations and developed foundational skills in public sector operations

ORGANIZATIONS

- Member of National Conciliation and Mediation Board – Region IX - 2024 - present
- Communications Worker of the Philippines – 2019 to present

CHARACTER REFERENCE

Engr. Lucky Jon Enguio
Zone Head, Philippine Long distance telephone Inc.
ljenguio@pldt.com.ph
+639610738454

Engr. Jonel Juaton
Supervisor, Philippine Long distance Telephone Inc.
+639190827514
jdjuaton@pldt.com.ph

Ralston Sarita
Branch Manager, International Pharmaceutical Inc.
rvsarita@ipi.ph
+639176349466

Engr. Markkyle De Guzman
Quality Assurance Specialist, Philippine Long distance Telephone Inc.
mcddeguzman@pldt.com.ph
+639088117390