PATRICK M. SANTOS

Bachelor of Science in Information Technology

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CAREER OBJECTIVE

To seek for a challenging environment where I can invest my time and effort so that I can simultaneously learn and contribute at the same time. Also to acquire more skill sets that will improve my overall performance as an employee. Next is to venture outside my comfort zones driven by my eagerness in knowledge and experience.

PERSONAL BACKGROUND

A fast learning individual that can cope up with ease in a fast-paced environment. I am a self-motivated individual that will courageously take-on any tasks available. I am also a person with great adaptability to changes and can fit in any given environment. In addition to that, taking risks is one of the things I always want as I am eager to step out of my comfort zone and explore thousands of possibility

EDUCATION

Academia de San Bartolome de Taguig

Primary - Tertiary Education
June 2004 - April 2014
Loyalty Award, Academic Excellence, Best Cadet

STI College Global City

Bachelor of Science in Information Technology
June 2014 - December 2018
President's Honor List, Devcon Devise - Top 10 Finalist

SKILLS

Documentation and Cloud
- MS Office 2010-2016 (MS Excel, MS Word, MS Access, MS Powerpoint, MS Outlook, MS Visio & Skype for Business)
- Office 365 & Google Suite

Programming, Web Development, and Database
- C#, Java, .NET core, VB.NET
- HTML5, CSS3, Bootstrap, Javascript, PHP
- SQL, Impala/Hue, Scala, SparkSQL, Hadoop, Python, Shell-Script, Snowflake, AWS
- Git, Github, Jenkins

Editing and Presentation
- Adobe Photoshop CS3 & CS6
- Adobe Premier
- Advanced Powerpoint animations and slideshows

Workforce Management
- Verint, Nice/IEX, and Workday
- Genesys/Purecloud
- JIRA
- Data/Looker Studio

WORK EXPERIENCE

Data Engineer - Analytics
RingCentral Philippines
September 2023 - Present

- Managing and creating data pipeline primarily focused in ETL, such as ingestion from flat files, expansion by adding new stages or extend existing ones to create new sources, also includes creation by coordinating with Data Analysts or stakeholders regarding key specifications.
- Performance optimization for existing pipeline, this includes analyzing data size and other technical specification working on code optimization, environment changes, memory consumption, and time the data pipeline consumes to whichever will be best.
- Data testing and quality as ensuring data quality and integrity is important. Testing includes that the correct data types and result are expected, ruling out any outlier and handling mechanism which also includes coordination with Data Analysts or stakeholders by providing pipelines under development.
- Automation and maintenance of data pipeline and ETL, this includes scheduling and close monitoring ensuring that data is available for operational use anytime.
- Handling data migrations which revolves around moving existing/old systems into newer technology or architecture, ingestion of data from flat files, and also continuation of downstream reports into a different architecture.
- Documentation and knowledge sharing to maintain proper documentation of pipelines, infrastracture, and architechture
- Tooling and infrastructure maintenance which mostly covers coordinating with CICD teams regarding overall system health, downtimes/outages, issues, and access.
- Technical onboarding of new analytics team member, guide them starting with their access, tools required, and including the department's overview.

- Managing adhoc tasks from stakeholders, this includes real-time assistance with data cleansing, data validation, file uploads, producing source table for testing, and running workflows real-time.
- Assisting in building new framework, architechture or technology which revolves around preparing service accounts, aid in initial/unit developement and testing, overall performance, and feedback.

WORK EXPERIENCE

Workforce Management Senior Real-time Analyst
Uber Manila COE
April 2022 - September 2023

- Creating and analyzing Workforce Management shrinkage report (agent, team, line of business, and portfolio level) such as in office, out of office, and unaccounted duration and activities. Identifying any process/data gap that could make results inconsistent and unreliable.
- Building and improving occupancy report (agent, team, line of business, and portfolio level) that indicates how busy an agent, team, line of business, and portfolio is. Also, analyzing if the provided schedules are matching the busiest time to make sure that everyone is busy at the right time.
- Developing a productivity report that tracks the agent activities automatically on a specific tool. Identifies if the agent is doing productive work, inactive, away, idle, and etc. The report aims to provide data on how much hours are spent on the tool and make sure it matches the paid hours and also which part of working process takes up most time.
- Creating adherence reports to assure that everyone does follow their planned schedules and address any real-time changes. Report indicates whether the actual recorded activities match or does not match what was planned and changed real-time.
- Devised an attendance report that aides people manager's effectively manage attendance. Report showcases the difference between WFH (work from home) and RTO (return to office). This helps identify whether the unplanned leaves are higher during RTO weeks and help them planning staffing better. The report also displays the trend, behavior, and outliers of both planned and unplanned leaves.
- Devising a custom report for internet/electricity outages of agents during Work From Home that helps in reviewing whether emergency RTO needs to be activated due to number of outages per week. Also identifies trend and behavior to identify any potential outliers.

- Data analysis and review of new line of businesses and projects to assists in identifying potential roadblocks and concerns that maybe encountered. Create studies related to data baselining such as time and motion, complexity matrix, staffing requirements, etc.
- Service level improvement through data analysis and creating new data models, approaches, and theories. Tailoring solutions for specific line of businesses by providing them reports on what is actionable and could lead to improvements
- Working closely with regional workforce reporting team along with the business analytics team to make sure that data being provided are accurate through validating, testing, and baselining.

WORK EXPERIENCE

Workforce Management Real Time Analyst
Uber Manila COE
November 2020 - March 2022

- Real-time queue monitoring across different LOBs to provide day-to-day support to key business partners to make sure they are within the specified target/goals.
- Real-time monitoring of schedule adherence and attendance to make sure that key business partners have adequate staffing.
- Intra-day/weekly management of service levels, efficiency, and schedule compliance of key business partners.
- Reviewing and providing solutions/insights on key metrics of key business partners.
- Devising and maintaining reports/tools that enables WFM to provide a better recommendation and insightful data to key business partners.
- Generating and providing reports to key business partners that assists them to manage their team effectively.
- Day-to-day data and file management of key business partner metrics that allows WFM to efficiently seek vital data/information.
- Proactively assisting key business partners on making real-time decisions to improve their performance and make sure they can achieve their target.
- Continuously improving processes of WFM and key business partners by identifying process gaps to ensure that both teams are aligned.
- Real-time call outs and monitoring of outliers from key business partners.
- Managing essential tools and data that enables key business partners to handle their day-to-day volume and ensure that all requests can be handled by them.
- Managing schedules and offline activities of key business partners whenever real-time changes are needed to improve their performance
- Setting up tools and data for key business partners that ensures they are able to perform efficiently and effectively.

- Providing efficient and effective WFM support to key business partners by utilizing several tools such as Genesys, SQL, Google Suite, Verint, JIRA, and other internal tools.
- Proactively developing new reports or tools whenever possible or whenever data is available to assist WFM on identifying process gaps.

WORK EXPERIENCE

COS I - ANZ Funnel Rides
Uber Manila COE
September 2018 - May 2020

- Providing effective resolution to driver-partners and delivery-partners through different communication channels for their document and account queries.
- Establishing and maintaining the trust of driver-partners and delivery-partners through problem solving.
- Increasing the service's reliability by creating and handling account and document escalation for unexpected cases.
- Contributing helpful ideas to strengthen the current business process.
- Creating tools that can help the team's overall performance and to strengthen the team's knowledge.
- Flexibility to be assigned to other teams in order to provide them assistance when needed.
- Doing outbound support for urgent cases and providing reliable updates to driver-partners and delivery-partners.
- Also provide assistance to other members of the community by directing them to the proper team and channels they need.

COS I - ROps ANZ
Uber Manila COE
May 2020 - November 2020

- Providing reliable assistance through email support to restaurant-partner's day to day cases.
- Educating and empowering restaurant-partners on the available tools they can utilize to effectively manage their restaurant accounts.
- Assisting restaurant-partners on their marketing campaigns to boost the number of orders they receive.
- Providing effective and efficient resolutions to case escalations from the L1 team.
- Making outbound calls for restaurant-partners to help them set up their payment details.
- Providing in-depth resolutions to restaurant-partners regarding their fee and payment concerns.
- Assisting restaurant-partner on resolving device related issues.
- Processing restaurant account closures
- Helping restaurant-partners acquire new ways to use Uber Eats and provide/create them updated contracts.
- Assisting restaurant-partners with analyzing their reports and also assist them on acquiring it.
- Processing refunds and appeasements of restaurant-partners in a case-to-case basis.
- Assisting RP on acquiring and reviewing invoices they need for tax purposes.
- Assisting RP to resolve complex issues regarding their account set up.
- Reviewing restaurant-partner's feedbacks and suggestions to issues they have encountered.

INGRAM MICRO PH
May 2018 - August 2018

Seeburger - Global eCommerce B2B Support, Intern
Using middleware applications to support transactions between international business partners
- Delivering efficiency by proactively monitoring any system, network, and application issues.
- Data gathering and Root Cause Analysis of automation failures
- Communicating action plans and issues/errors across different global support teams (APAC, EMEA, ANZ, etc.)
- Maintaining and debugging source codes and automations that connects multiple systems
- End of day reports
- Extra curricular activities, e.g. participating in events, creating posters/banners, etc.
- Attending training for career growth, e.g. Acing the Interview and other training for interns.

WORK EXPERIENCE

Rewards, Recognition, and Promotions

- **Golden Ticket | Q4 2020**
  - Awarded for Overall Best Performance
- **Workforce Management Real-time Analyst Promotion | Q4 2020**
  - Promoted to Workforce Management as a Real-time Analyst
- **Workforce Management Quarterly Business Review Recognition| Q1 2021**
  - Recognition for outstanding performance of a newcomer to the WFM industry
- **Golden Ticket | Q2 2021**
  - Awarded for best performance among all the ANZ WFM team
- **The Flock Finalist Award Q3 2021**
  - Awarded for best teamwork among the global workforce management team
- **CST Xtra Awardee for Q4 2021**
  - Nominated and awarded by workforce program leader/head for the most outstanding out of all outstanding performers
- **Workforce Management Senior Real-time Analyst promotion | Q1 2022**
  - Promotion to senior role in Workforce Management
- **Golden Ticket | Q3 2022**
  - Awarded by the line of business senior lead for creating the business review model that enabled improvements in several areas such as productivity, schedules, queue management, etc.
- **CST Xtra Awardee | Q1 2023**
  - Two-time awardee since the release in Q4 of 2021. Nominated by the business operations program head for the outstanding business review model.

Professional Reference

Jester Balmaceda
Uber Manila COE | Workforce Management
Capacity Planner
jester.balmaceda@uber.com
Direct Manager

Sam Domingo
RingCentral Philippines| Data Analytics
sam.domingo@ringcentral.com
Direct Manager

Paris Perez
Uber Manila COE | Workforce Management Real-time Team Lead
paris.perez@uber.com
Workforce Team Lead