Paulo Libutan

📞 +63-917-873-1668   @ libutanpaulo@gmail.com   🔗 https://www.linkedin.com/in/paulolibutan
🔗 https://www.iampaulolibutan.com/   📍 Naga City, PH   ☆ https://www.salesforce.com/trailblazer/plibutan

WORK EXPERIENCE

Applications Solutions Specialist

Probe CX Philippines Inc. (formerly Stellar Philippines)

📅 02/2021 - Present   📍 Naga City, PH

- Administer CRM and debt collection applications to 20+ clients.
- Developed 50+ email templates for dunning using HTML and CSS for our debt collections campaign.
- Built 30+ reports in SQL Server Reporting Services and PowerBI Report Builder and integrate into our debt collections application.
- Serving as Level 3 application support for our handled applications by managing helpdesk tickets and resolving customer queries and concerns within the agreed 90% service level and 85% first call resolution.
- Develop small feature enhancements to our existing debt collections application that uses .NET Framework for the backend API and Angular for the frontend.
- Built automated data loading and transformation processes using SQL Stored Procedures, SQL Integration Services (SSIS) and SQL Agent Job.
- Automated 10+ debt collection workflows using SQL Stored Procedures, Windows Batch File and Task Scheduler.

Reporting Analyst

Probe CX Philippines Inc. (formerly Stellar Philippines)

📅 05/2019 - 02/2021   📍 Naga City, PH

- Mentored at least 5 junior colleagues, enabling them to build and automate reports for their assigned projects and clients.
- Rebuilt existing reporting databases to optimize query performance.
- Automated data cleansing and extraction using Excel Macro to lessen repetitive task and report preparation time.
- Redesigned existing reports and apply branding for it to look more appealing and professional but still ensuring accurate data.
- Provided metrics and performance reports to operations team for them to make business decisions.

Intraday Analyst - Workforce Management

Quantrics Enterprises Inc.   📅 03/2019 - 05/2019   📍 Naga City, PH

- Provided daily intraday reports to operations team and stakeholders for them to have an overview of the day's business performance and recommended actions needed to meet less than 5% lost hours.
- Ensured that 95% adherence to the schedule are being met by the end of the day as per business requirements.
- Collaborated with Operations Team to mitigate lost hours by doing real-time schedule adjustments.
- Managed employees offline activities based on staffing requirements and current call volume conditions.

Scheduler - Workforce Management

Quantrics Enterprises Inc.   📅 03/2018 - 03/2019   📍 Location

- Managed creation of schedules and leave approvals of 200+ employees based on forecasted staffing requirements with consideration of shrinkage, absenteeism and attrition rate.
- Ensured that employees schedules are aligned with their team members without exceeding 2 hours gap between team members for them to have the proper support system during calls.
- Utilized WFM Systems such as NICE IEX in plotting schedules and automating activity creation.
- Managed onboarding and offboarding of employees into different HR & WFM Systems.

SKILLS

Frontend Web Development

HTML 5   CSS 3   Javascript

Semantic HTML   Bootstrap

Responsive Web Design   Wireframes

Mockups   Prototypes   React

Tailwind CSS

Backend Web Development

Node.js   Express.js

Database Design   MongoDB

NoSQL

Other Skills

Git   Figma   Trello

Software Development Lifecycle

EDUCATION

Main Course Package (MERN) - Fullstack Web Development

Zuitt Coding Bootcamp

📅 11/2023 - 03/2024

AB Religious Education

Ateneo de Naga University

📅 06/2010 - 03/2014   📍 Naga City, PH

PROJECTS

Front-end Capstone

Designed and developed a static responsive portfolio website using HTML5, CSS3 and Bootstrap, Git for version control hosted in GitHub pages.

Back-end Capstone

Wired up a fully functional Ecommerce API using Express.js and Node.js with user login and registration, products management, carts and order checkout.
Integrated SendGrid for user registration email confirmation and reset password confirmation.

WORK EXPERIENCE

Reporting Analyst

Stellar Philippines Inc.   📅 11/2017 - 03/2018   📍 Location
- Created reporting templates, metrics and scorecards for a client from ground up using Microsoft Excel.
- Designed at least 5 databases for reporting using Microsoft Access.
- Automated data extraction and cleansing from different sources using Microsoft Excel Visual Basic for Applications.

Scheduler - Workforce Management

Stellar Philippines Inc.   📅 07/2017 - 11/2017   📍 Location
- Ensuring employees' master list are 99% up to date and accurate from employee's onboarding to offboarding including seniority, hire date, nesting date and production date.
- Participated in the daily forecasting meeting to ensure schedule creations are accurate based on staffing requirements ensuring forecasted lost hours is within the 5% target, efficiency at 85% and occupancy of not lower than 90%.
- Managed employees' leave approvals based on available allocations from forecast.
- Worked with the forecasting team and operations team in planning shrinkage and possible events that can affect staffing or can cause lost hours.
- Mitigated overtimes to be offered to the employees when needed to cover for possible staffing deficit.

Real-time Analyst - Workforce Management

Stellar Philippines Inc.   📅 03/2016 - 07/2017   📍 Location
- Monitored real-time call center metrics such as service level, average handling time, adherence and shrinkage using Genesys WFM System.
- Proactively identified gaps and addressed staffing surplus by real-time schedule adjustments and offering overtimes when needed but still keeping the operations informed to ensure occupancy are maintained not to go over 90%.
- Collaborated with Operations, Training Team and IT to ensure events that will affect staffing requirements are planned and executed accordingly.
- Utilized historical data and forecasting techniques to anticipate possible call volume spikes to mitigate the solutions beforehand.

Customer Service Representative

Stellar Philippines Inc.   📅 06/2015 - 03/2016   📍 Location
- Provided customer service to airline passengers by assisting with flight bookings, changes, cancellations and navigating to the website.
- Processed ticket reservations, upgrades, seat assignment and voucher application via New skies airline reservation platform and ensuring 5% sales conversion is achieved at the end of the day.
- Coordinated with baggage services team to resolved customers' inquiries about their lost baggage.
- Resolved customers' general inquiries such as fare rules, LAG rules and other booking related concerns.

Customer Service Representative

Concentrix Daksh Services Philippines Corp.
📅 10/2014 - 05/2015   📍 Location
- Provided assistance to customers in placing their orders via the website ensuring 5% upsells every end of day.
- Resolved customers' concern on replacements and returns for damaged and non-functional items and hit at least 70% Customer Satisfaction Score.
- Served as directory assistant to the customers when they cannot reach the correct retail store branch near them.
- Assisted customers in purchasing gift cards and general inquiries about their loyalty cards.

PROJECTS

Full-Stack Capstone

Developed a responsive ecommerce website using React with API integration utilizing Tailwind CSS for the design, react router DOM for routing, react data tables for building custom tables and other modern JavaScript techniques.

ADDITIONAL SKILLS

SQL Server Reporting Services

PowerBI Report Builder

Salesforce Administration

Microsoft Office Applications

Microsoft SQL Server

SQL Stored Procedures   SQL Views

SQL Functions

SQL Server Integration Services

Angular

CERTIFICATIONS

Salesforce Certified Associate
Salesforce

AWS Cloud Quest: Cloud Practitioner
Amazon Web Services Training and Certification

Container & Kubernetes Essentials V2
Coursera

Developing Cloud Apps with Node.js and React
Coursera

Developing Cloud Native Applications
Coursera

Introduction to Cloud Computing
Coursera

Introduction to Web Development with HTML, CSS, JavaScript
Coursera

Microsoft Azure for Data Engineering
Coursera

Getting Started with Git and GitHub
Coursera