

Name for correspondence from PMI

Prefix Mr.	First Name Jose Martin	Middle Name
Last Name Benares		Suffix
Preferred Phone Number 63 (933) 2073866	Preferred Email Address martin11ph@gmail.com	

Contact Information (Home)

Address Line 1 Lot 31A, 107 Street		
Address Line 2 Greenplains Subdivision		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code 6100
Country Philippines		

Contact Information (Work)

Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code 6100
Country Philippines		

Name as it should appear on Certificate

Name on Certificate

Jose Martin Benares

Attained Education

Highest level of education attained

Bachelors

Year degree was started

Year degree was awarded

2011

PMI Accredited?

No

Name of High School, College or University

University of Saint La Salle

Address Line 1

La Salle Avenue

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

6100

Country

Field of Study

Engineering

Project Management Experiences

CenturyLink Reporting Automation Initialization: *Overview*

Date Started Apr 2013	Date Through Jun 2013
Project Role Project Leader	Primary Industry IT/Software

CenturyLink Reporting Automation Initialization: *Organization Details*

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

CenturyLink Reporting Automation Initialization: *Project Details*

Initiating the Project 80.00	Planning the Project 40.00	Executing the Project 160.00	Controlling and Monitoring the Project 20.00	Closing the Project 20.00
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Project Role

Project Leader

Description

Goal was to setup a Business Intelligence system and portal. I was the Project Leader in charge of the entire workflow as there was no PM assigned. With a network and web dev background, I was tasked to make sure that the web portal, database and key reporting data are all accessible from all our global Teletech sites, operate within network bandwidth and was fitted with fail-safes and proactive monitoring. I liaised with numerous resources that handled specifications, engineering, finance, IT Asset and the like to get the job done.

Agent Schedule Tool: Overview

Date Started

May 2013

Date Through

May 2013

Project Role

Project Leader

Primary Industry

IT/Software

Agent Schedule Tool: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Agent Schedule Tool: *Project Details*

Initiating the Project 5.00	Planning the Project 5.00	Executing the Project 10.00	Controlling and Monitoring the Project 15.00	Closing the Project 5.00
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Project Role

Project Leader

Description

Objective is to have a scheduling tool that customer service reps can use from their desktops. Tool pulls data from a database, reflects data for their shift today and also has a real-time countdown towards the next segment on their schedule. In order to pull this off, coordinated with Data Warehousing, Operations and Systems Engineering.

Compliance Report Consolidation: *Overview*

Date Started

May 2013

Date Through

May 2013

Project Role

Project Leader

Primary Industry

IT/Software

Compliance Report Consolidation: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Compliance Report Consolidation: *Project Details*

Initiating the Project

10.00

Planning the Project

20.00

Executing the Project

30.00

Controlling and
Monitoring the Project

10.00

Closing the Project

10.00

Project Role

Project Leader

Description

Objective is to minimize email trails and follow ups by consolidating 6-10 different reports from multiple sources into one organized interactive web report. Acting as project leader with no PM, this project was led to success by dealing with each report owner and agreeing on standardized formats, timed delivery, creating a centralized file share as well as working with a Business Analyst to understand all metrics and data involved.

Virtual Announcement Board: *Overview*

Date Started

Jun 2013

Date Through

Jun 2013

Project Role

Project Leader

Primary Industry

IT/Software

Virtual Announcement Board: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Virtual Announcement Board: *Project Details*

Initiating the Project

5.00

Planning the Project

5.00

Executing the Project

15.00

Controlling and
Monitoring the Project

10.00

Closing the Project

5.00

Project Role

Project Leader

Description

The objective was to create a virtual announcement board which reduces the paper and email trail between managers and supervisors as well as supervisors and agents. As each team has its own specific content, targets, goals and members, there was also a need to introduce restrictions. To accomplish this, the proficiency of the users with word processors and WYSIWYG had to be tested. For implementation, coordination had to be done with Active Directory engineers, web development and network security. Also, rollout had to be done to end-users.

Survey Dissemination: *Overview*

Date Started

Jul 2013

Date Through

Jul 2013

Project Role

Project Leader

Primary Industry

IT/Software

Survey Dissemination: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Survey Dissemination: *Project Details*

Initiating the Project 5.00	Planning the Project 5.00	Executing the Project 10.00	Controlling and Monitoring the Project 5.00	Closing the Project 5.00
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Project Role Project Leader
Description Customer satisfaction with the call is important and reps need to know how well they fared. Surveys from the callers are polled and stored on Verint servers. The goal of the project was to allow agents access to their own surveys. This warranted communication with Quality Systems Admins, Web Development and Active Directory Engineers to setup the necessary restrictions. Operations Managers were also consulted on the output that they desired for the agents.

Avaya CMS Mapping: *Overview*

Date Started Jul 2013	Date Through Jul 2013
Project Role Project Leader	Primary Industry IT/Software

Avaya CMS Mapping: *Organization Details*

Job Title Operations Analyst
Organization Name Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Avaya CMS Mapping: *Project Details*

Initiating the Project

5.00

Planning the Project

10.00

Executing the Project

10.00

Controlling and
Monitoring the Project

10.00

Closing the Project

5.00

Project Role

Project Leader

Description

Hundreds of workstations don't have a floor plan that lists the Avaya extension per workstation. Only switchport numbers exist and can't be used by reporting to pinpoint where and who exactly is taking the call. To accomplish this, had to work with the facilities team to gather the workstation and extension mapping. Afterwards, used a Visio expert to draw out the plan. Later on, worked with data warehousing to encode the mappings so that they would appear in real-time reports.

MySQL Migration to MSSQL: *Overview*

Date Started

Aug 2013

Date Through

Aug 2013

Project Role

Project Leader

Primary Industry

IT/Software

MySQL Migration to MSSQL: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

MySQL Migration to MSSQL: *Project Details*

Initiating the Project

5.00

Planning the Project

10.00

Executing the Project

10.00

Controlling and
Monitoring the Project

5.00

Closing the Project

5.00

Project Role

Project Leader

Description

Initial Business Intelligence initiative proved to be a success. As initial was using MySQL open source DB software, project needs to move to supported database. Clustered SQL Database needed to be setup. Also, license purchasing and training of developers was necessary. Liasing with Server Engineering, Server Operations, Web Development, IT Asset Management, MSSQL DBA as well as testers from all involved Teletech sites.

Disk Space Maximization : *Overview*

Date Started

Aug 2013

Date Through

Aug 2013

Project Role
Project Leader

Primary Industry
IT/Software

Disk Space Maximization : Organization Details

Job Title
Operations Analyst

Organization Name
Teletech

Address Line 1
2nd Level Robinsons Cybergate

Address Line 2
Araneta Ave., Singcang

City
Bacolod City

State/Province/Territory
Negros Occidental

Zip/Postal Code

Country
Philippines

Phone Number
4327555

Contact Name
Ben Belasoto

Contact Relationship
Project sponsor

Contact E-mail
benbelasoto@teletech.com

Contact Phone Number
4327555

Disk Space Maximization : Project Details

Initiating the Project
5.00

Planning the Project
4.00

Executing the Project
5.00

Controlling and
Monitoring the Project
4.00

Closing the Project
2.00

Project Role
Project Leader

Description
Call recordings and log files were taking up intensive space on the agent computers. It was required to liaise with the Verint vendor, local technology teams as well as network engineers in order to setup regular reboot of computers as well as minimize the logs created by the recording software due to errors.

XAMPP to IIS Migration: Overview

Date Started Sep 2013	Date Through Sep 2013
Project Role Project Leader	Primary Industry IT/Software

XAMPP to IIS Migration: Organization Details

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

XAMPP to IIS Migration: Project Details

Initiating the Project 10.00	Planning the Project 5.00	Executing the Project 15.00	Controlling and Monitoring the Project 10.00	Closing the Project 5.00
Project Role Project Leader				

Description

Initial Business Intelligence initiative proved to be a success. As initial was using XAMPP open source software, project needs to move to supported web servers. Windows Server racking, setup, install as well as configuring server roles and IIS was needed. Also, license purchasing and training of developers was necessary. Liasing with Server Engineering, Server Operations, Web Development, IT Asset Management as well as testers from all involved Teletech sites.

Schedule Adherence Tool: Overview

Date Started

Oct 2013

Date Through

Oct 2013

Project Role

Project Leader

Primary Industry

IT/Software

Schedule Adherence Tool: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Schedule Adherence Tool: Project Details

Initiating the Project

2.00

Planning the Project

3.00

Executing the Project

10.00

Controlling and
Monitoring the Project
3.00Closing the Project
2.00

Project Role

Project Leader

Description

Facilitate the development of a tool that can cross-reference 2 reports and come up with an exact output of the number and length of segments that need to be plotted for each agent to fix their schedules. Liaising with Enterprise Reporting, Operations Supervisors as well as Workforce Management was needed to get a clear picture of the requirements and process.

Duplicate Login System and Floor Plan with TV Output: Overview

Date Started

Oct 2013

Date Through

Oct 2013

Project Role

Project Leader

Primary Industry

IT/Software

Duplicate Login System and Floor Plan with TV Output: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number
4327555**Duplicate Login System and Floor Plan with TV Output: *Project Details***Initiating the Project
2.00Planning the Project
3.00Executing the Project
10.00Controlling and
Monitoring the Project
3.00Closing the Project
7.00Project Role
Project Leader

Description

Improve agent login time and schedule adherence by showcasing the production floor on a TV near the entrance. Seats highlighted in green are vacant and they can proceed there. Seats in red are occupied. Additionally, it should also list agents who are logged in on multiple computers which flags reservation behavior. In order to pull this off, had to work with Workforce Management, Enterprise Reporting, Web Development and also Capacity Planning.

Restrictive Testing System: *Overview*Date Started
Nov 2013Date Through
Nov 2013Project Role
Project LeaderPrimary Industry
IT/Software**Restrictive Testing System: *Organization Details***Job Title
Operations AnalystOrganization Name
TeletechAddress Line 1
2nd Level Robinsons CybergateAddress Line 2
Araneta Ave., SingcangCity
Bacolod CityState/Province/Territory
Negros Occidental

Zip/Postal Code

Country
PhilippinesPhone Number
4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Restrictive Testing System: *Project Details*

Initiating the Project

5.00

Planning the Project

7.00

Executing the Project

10.00

Controlling and
Monitoring the Project

6.00

Closing the Project

2.00

Project Role

Project Leader

Description

Client request to facilitate an online test onsite as their testing portal is down on the NAT. Requirement is multiple questions with multiple answers and a shuffling order of answers. Also, agents are required to take the test only on selected stations. Worked with Training team as well as Web Development team for test creation and scoring as well as Desktop Engineering for limitation of URL accessibility.

Add ACW Out: *Overview*

Date Started

Nov 2013

Date Through

Nov 2013

Project Role

Project Leader

Primary Industry

IT/Software

Add ACW Out: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Add ACW Out: Project Details

Initiating the Project

5.00

Planning the Project

10.00

Executing the Project

20.00

Controlling and
Monitoring the Project

5.00

Closing the Project

5.00

Project Role

Project Leader

Description

There are certain Avaya states that are paid for by the call center and some that are paid for by the client. Calling out on ACW is one of those that are not billable to the client and needs to be minimized. One standard report by Data Warehousing does not have this column. Worked with them and Telephony to synchronize the numbers with the client.

News Feed and Carousel: Overview

Date Started

Nov 2013

Date Through

Nov 2013

Project Role

Project Leader

Primary Industry

IT/Software

News Feed and Carousel: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

News Feed and Carousel: *Project Details*

Initiating the Project

2.00

Planning the Project

4.00

Executing the Project

10.00

Controlling and
Monitoring the Project

2.00

Closing the Project

2.00

Project Role

Project Leader

Description

Business Communications Specialists need to reach out to agents from time to time for news, updates or new modules to take. A news feed and image carousel needed to be setup on the homepage of the portal for complete information dissemination. This involved working with the BCS of all sites involved and devising a standard format for data as well as teaching them the carousel folder dump. Permissions needed to be discussed with Desktop Engineering and Networking as well as the front-end with Web Development.

WFM/Ops Interactive Portal: *Overview*

Date Started

Dec 2013

Date Through

Dec 2013

Project Role

Project Leader

Primary Industry

IT/Software

WFM/Ops Interactive Portal: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

WFM/Ops Interactive Portal: *Project Details*

Initiating the Project

10.00

Planning the Project

20.00

Executing the Project

30.00

Controlling and
Monitoring the Project

10.00

Closing the Project

10.00

Project Role

Project Leader

Description

Setup a complete portal for inter-department communications. Enable Workforce Management to push announcements to agents directly as well as upload files that depicted available segments for time off real-time. Also, enabled agents to report real-time issues to Workforce via a web tracker and allowed WFM to export these directly to an Excel file. Required numerous meetings with Web Dev team, WFM and also Operations Managers.

Client Survey Reporting Automation: *Overview*

Date Started

Jan 2014

Date Through

Jan 2014

Project Role

Project Leader

Primary Industry

IT/Software

Client Survey Reporting Automation: *Organization Details*

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Client Survey Reporting Automation: *Project Details*

Initiating the Project 5.00	Planning the Project 10.00	Executing the Project 20.00	Controlling and Monitoring the Project 10.00	Closing the Project 10.00
Project Role Project Leader				
Description Survey raw data that comes in from Verint need to be reported to agents, supervisors and managers all the way up to the VP and a summary is also sent back to the client. In order to remove the need for manual validation, lookups and pivots, an automated backend process was created using PHP and PHPEXcel scripts. Worked with Quality and Web Development to get the formulas and automation in place. Also liaised with Operations to determine their preferred email output.				

Picture Compliance: *Overview*

Date Started

Feb 2014

Date Through

Feb 2014

Project Role

Project Leader

Primary Industry

IT/Software

Picture Compliance: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Picture Compliance: Project Details

Initiating the Project

2.00

Planning the Project

3.00

Executing the Project

5.00

Controlling and
Monitoring the Project

2.00

Closing the Project

3.00

Project Role

Project Leader

Description

The client maintains a gazette where they publish pictures of the customer support representatives. Agents, trainers and

supervisors can upload their pictures to the portal for compliance. The project was to create a recurring report that published the overall compliance on this matter. Worked with Web Development team to accomplish this.

Internal Quality Reporting Automation: *Overview*

Date Started Feb 2014	Date Through Feb 2014
Project Role Project Leader	Primary Industry IT/Software

Internal Quality Reporting Automation: *Organization Details*

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Internal Quality Reporting Automation: *Project Details*

Initiating the Project 5.00	Planning the Project 10.00	Executing the Project 20.00	Controlling and Monitoring the Project 10.00	Closing the Project 5.00
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Project Role

Project Leader

Description

Quality audits of agent calls need to be reported to the client as well as to the agents, supervisors up to the VPs. The raw data needs to be taken, parsed, trimmed and etc. In order to automate it, PHP and PHPEXcel scripts needed to be created. Had to work with Quality, Web Development to understand the attributes, formulas and needed columns. Worked with Operations to define a standard email output and attachment.

Standardize Performance Reporting Prerequisites: *Overview*

Date Started

Mar 2014

Date Through

Mar 2014

Project Role

Project Leader

Primary Industry

IT/Software

Standardize Performance Reporting Prerequisites: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Standardize Performance Reporting Prerequisites: *Project Details*

Initiating the Project 5.00	Planning the Project 10.00	Executing the Project 25.00	Controlling and Monitoring the Project 10.00	Closing the Project 5.00
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Project Role Project Leader

Description Request hardware and software for the Standardize Performance Reporting project. Windows Server fitted with IIS and PHP was needed. Worked with Server Engineering and Web Development to accomplish this. Network team was also consulted to check for issues arising from running IIS from Denver but accessed all around the world.

RAM Audit: Overview

Date Started Mar 2014	Date Through Mar 2014
Project Role Project Leader	Primary Industry IT/Software

RAM Audit: Organization Details

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail		

benbelasoto@teletech.com

Contact Phone Number

4327555

RAM Audit: Project Details

Initiating the Project

5.00

Planning the Project

5.00

Executing the Project

10.00

Controlling and
Monitoring the Project

5.00

Closing the Project

5.00

Project Role

Project Leader

Description

SOW upgrade requires more RAM for computers. Audit needs to be run to determine which computers are performing at 512 MB, 1GB and 1.5GB. All those needed to be upgraded to 2GB. Script creation and deployment done by local technology teams and Business Intelligence team collected the data and mapped it to the floor plan for easy pull out of outdated computers.

Desktop Shortcut Deploy: Overview

Date Started

Mar 2014

Date Through

Mar 2014

Project Role

Project Leader

Primary Industry

IT/Software

Desktop Shortcut Deploy: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Desktop Shortcut Deploy: *Project Details*

Initiating the Project

2.00

Planning the Project

4.00

Executing the Project

2.00

Controlling and
Monitoring the Project

2.00

Closing the Project

1.00

Project Role

Project Leader

Description

Before, shortcuts to the agent start menus had to be pushed via network batch scripts. Now, a centralized department is in place which requires GPO updates and testing. Worked with Desktop Engineering and Technology and Operations testers to get the shortcut deployed to agent stations across 2 Teletech sites.

Dashboard Utilization: *Overview*

Date Started

Apr 2014

Date Through

Apr 2014

Project Role

Project Leader

Primary Industry

IT/Software

Dashboard Utilization: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Dashboard Utilization: *Project Details*

Initiating the Project

2.00

Planning the Project

6.00

Executing the Project

10.00

Controlling and
Monitoring the Project

4.00

Closing the Project

3.00

Project Role

Project Leader

Description

The web dashboard contains all vital information from agents all the way up to managers. It is important that they login daily to ensure they see notifications, updated scores, pending courses to take and awardee information. This required a code update that logs each unique login daily by each NT user. Also warranted a monthly email that lists the peak days and weak days as well as the most active users. Accomplished by liaising with Web Development.

Agent Chat Tool Creation: *Overview*

Date Started

Apr 2014

Date Through

May 2014

Project Role

Project Leader

Primary Industry

IT/Software

Agent Chat Tool Creation: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Agent Chat Tool Creation: *Project Details*

Initiating the Project

10.00

Planning the Project

15.00

Executing the Project

30.00

Controlling and
Monitoring the Project

15.00

Closing the Project

10.00

Project Role

Project Leader

Description

Agents have very restricted logins based on group policy. Also, their chat tool at that time was no longer supported. A requirement was made to have a web-based one built. As project leader, I also created the tool and held meetings with stakeholders to ensure it is in accordance with their needs. The tool was designed similarly to Office Communicator and used HTML+Ajax+MSSQL primarily to function.

Standardize Performance Reporting: *Overview*

Date Started

Apr 2014

Date Through

Jul 2014

Project Role

Project Leader

Primary Industry

IT/Software

Standardize Performance Reporting: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Standardize Performance Reporting: *Project Details*

Initiating the Project

15.00

Planning the Project

40.00

Executing the Project

160.00

Controlling and
Monitoring the Project

25.00

Closing the Project

15.00

Project Role

Project Leader

Description

Global Supply Chain has lots of regular and adhoc reporting that needs to be done. Since the beginning, this has all been done manually. Reports such as Aging PO, Vendor Listing, Financial Dashboard and etc needed to be automated. Worked with 2 Project Coaches(Six Sigma Black Belt and Green Belt) as well as Web Development team to create their web dashboards.

Online Raffle: *Overview*

Date Started

May 2014

Date Through

May 2014

Project Role

Project Leader

Primary Industry

IT/Software

Online Raffle: Organization Details

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Online Raffle: Project Details

Initiating the Project 2.00	Planning the Project 2.00	Executing the Project 8.00	Controlling and Monitoring the Project 2.00	Closing the Project 1.00
Project Role Project Leader				
Description Objective was to create a web tool that can be used to raffle agent names that pass certain criteria. One section of the page showed all eligible agents and their scores while the majority of the page was occupied by the "slot machine". Web Development and Operations were consulted to accomplish this project.				

phpBB: Overview

Date Started

Jun 2014

Date Through

Jun 2014

Project Role

Project Leader

Primary Industry

IT/Software

phpBB: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

phpBB: Project Details

Initiating the Project

3.00

Planning the Project

7.00

Executing the Project

25.00

Controlling and
Monitoring the Project

10.00

Closing the Project

5.00

Project Role

Project Leader

Description

Job aids were usually uploaded manually as .MHT files to a shared folder so that they can be viewed by agents. I suggested a

forum so that the department heads can easily upload and categorize their job aids. Spearheading the project, had to find the best forum software compatible with MSSQL and IIS as well as integrating the forum into the Single Sign On of the existing dashboard via Windows Authentication. Worked with each of the departments(Quality, Training, Tech Knowledge, Operations, Workforce) to get permissions setup.

Online Voting: *Overview*

Date Started Jun 2014	Date Through Jun 2014
Project Role Project Leader	Primary Industry IT/Software

Online Voting: *Organization Details*

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Online Voting: *Project Details*

Initiating the Project 3.00	Planning the Project 5.00	Executing the Project 15.00	Controlling and Monitoring the Project
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5.00

Closing the Project
2.00

Project Role

Project Leader

Description

Business Communications holds weekly/monthly photo submission contests to improve agent morale. All submissions need to be voted on by the agent population as well warranting a voting portal to be developed. This project was completed by working with the Web Dev team and also teaching the Business Communications team how to setup the deadlines, votes allowed, etc.

Online Directory: Overview

Date Started

Jul 2014

Date Through

Jul 2014

Project Role

Project Leader

Primary Industry

IT/Software

Online Directory: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Online Directory: *Project Details*

Initiating the Project 5.00	Planning the Project 5.00	Executing the Project 20.00	Controlling and Monitoring the Project 10.00	Closing the Project 5.00
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Project Role Project Leader

Description Reliability of the agents was suffering causing the client not to send more call volume to offshore centers. In order to remedy this, agent contact information had to be readily available so that they could be contacted easily whenever they are late or absent. Form was added to agent profile page on the intranet and a weekly email reminder on compliance was sent. Likewise, dashboard created using datatables with export to Excel functionality. Worked with Web Development and Operations on this one.

World Clocks: *Overview*

Date Started Jul 2014	Date Through Jul 2014
Project Role Project Leader	Primary Industry IT/Software

World Clocks: *Organization Details*

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

World Clocks: *Project Details*

Initiating the Project

2.00

Planning the Project

1.00

Executing the Project

5.00

Controlling and
Monitoring the Project

1.00

Closing the Project

1.00

Project Role

Project Leader

Description

As we are working in off-shore sites supporting US clients, timezone differences can confuse agents especially when choosing schedules for dispatching technicians and callbacks for customers. Project is to add a world clock page to the dashboard enumerating the timezone followed by each state as well as the current time in each. Worked with Web Development to accomplish this.

Supervisor Escalation Tracker and Process: *Overview*

Date Started

Jul 2014

Date Through

Aug 2014

Project Role

Project Leader

Primary Industry

IT/Software

Supervisor Escalation Tracker and Process: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Supervisor Escalation Tracker and Process: *Project Details*

Initiating the Project

20.00

Planning the Project

20.00

Executing the Project

60.00

Controlling and
Monitoring the Project

30.00

Closing the Project

10.00

Project Role

Project Leader

Description

Current process for supervisor escalation of a call is outdated(agent stands and looks for supervisors). Introduced a new process using the web dashboard that includes mapping the floor so that agents who need a supervisor only need to click a button and their location, name, issue and notes will be forwarded to a queue that all supervisors monitor. This warranted work with Web Development and Operations.

Daily Dashboard Shoutout: *Overview*

Date Started

Aug 2014

Date Through

Aug 2014

Project Role

Project Leader

Primary Industry

IT/Software

Daily Dashboard Shoutout: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Daily Dashboard Shoutout: *Project Details*

Initiating the Project 2.00	Planning the Project 2.00	Executing the Project 10.00	Controlling and Monitoring the Project 4.00	Closing the Project 2.00
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Project Role Project Leader
Description Client surveys have a higher mark in this month's metrics. As the focus is on that, a project was setup to raise morale and agent engagement on this matter. Surveys that got a perfect score will be showcased on a rolling news feed on the intranet dashboard with the picture of the agent and the comment of the customer. Worked with Web Development and Quality teams to create an automatic parser of the survey data and import it to the database for reading by the dashboard.

PC Software/Hardware Audit: *Overview*

Date Started Sep 2014	Date Through Sep 2014
Project Role Project Leader	Primary Industry IT/Software

PC Software/Hardware Audit: *Organization Details*

Job Title Operations Analyst
Organization Name Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

PC Software/Hardware Audit: Project Details

Initiating the Project

10.00

Planning the Project

20.00

Executing the Project

80.00

Controlling and
Monitoring the Project

30.00

Closing the Project

10.00

Project Role

Project Leader

Description

PCs are getting slow, running out of disk space and are not registering call recordings or logs. Project was to create an auditing system that worked daily during the maintenance window of the program. It had to run delprof on old profiles, poll current disk space and RAM, check for outdated recording software and check for stuck recordings. A combination of batch scripts and PHP scheduled tasks was needed. Worked with Web Development and Technology Operations to accomplish this.

Operations Floor Audit: Overview

Date Started

Oct 2014

Date Through

Oct 2014

Project Role

Project Leader

Primary Industry

IT/Software

Operations Floor Audit: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Operations Floor Audit: Project Details

Initiating the Project

4.00

Planning the Project

4.00

Executing the Project

20.00

Controlling and
Monitoring the Project

5.00

Closing the Project

7.00

Project Role

Project Leader

Description

Objective was to make sure that all computers were physically in shape. This included checking ports, patch panels, power outlets, LAN cables, monitors, keyboard and mice. Operations resources were coordinated with to provide the manpower in checking all the bays. Worked with Facilities and Technology Operations team to resolve all issues via the ticketing system.

EyeQ Upgrade: Overview

Date Started

Oct 2014

Date Through

Oct 2014

Project Role

Project Leader

Primary Industry

IT/Software

EyeQ Upgrade: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

EyeQ Upgrade: Project Details

Initiating the Project

5.00

Planning the Project

5.00

Executing the Project

20.00

Controlling and
Monitoring the Project

10.00

Closing the Project

5.00

Project Role

Project Leader

Description

Rollout of EyeQ upgrade to over 600+ stations. This needed to be carefully done as there was a limited maintenance window daily. Reports needed to be ran daily to see on which stations the upgrade did not work. Sometimes, upgrades also didn't work warranting a reimaging of the PC or a complete reinstall of the recording software. Worked with Technology Operations and Quality Systems Admin to accomplish this.

Forum Migration: Overview

Date Started Nov 2014	Date Through Nov 2014
Project Role Project Leader	Primary Industry IT/Software

Forum Migration: Organization Details

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Forum Migration: Project Details

Initiating the Project 5.00	Planning the Project 10.00	Executing the Project 20.00	Controlling and Monitoring the Project 5.00	Closing the Project 5.00
Project Role Project Leader				

Description

Business Communications Specialists are uploading announcements via images to a dump folder and need to have online voting portals setup whenever they have an event. By ensuring that they use phpBB for all announcements and use the Poll feature for online voting, everything is kept tidy and centralized. Worked with Web Development and Business Communications to accomplish this.

Agent Login Optimization: Overview

Date Started

Nov 2014

Date Through

Nov 2014

Project Role

Project Leader

Primary Industry

IT/Software

Agent Login Optimization: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Agent Login Optimization: Project Details

Initiating the Project

5.00

Planning the Project

5.00

Executing the Project

20.00	Controlling and Monitoring the Project 10.00	Closing the Project 10.00
-------	--	------------------------------

Project Role Project Leader

Description Project was to conduct a time and motion study across different PC images, different PC models, different OS installs and on different branches. A fixed template needed to be generated and distributed and a standardized process had to be created so that time capture was accurate. Worked with Account Management, Technology Operations and Operations to accomplish this.
--

Revamp Hiring Process: *Overview*

Date Started Dec 2014	Date Through Dec 2014
Project Role Project Leader	Primary Industry IT/Software

Revamp Hiring Process: *Organization Details*

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail		

benbelasoto@teletech.com

Contact Phone Number
4327555**Revamp Hiring Process: *Project Details***Initiating the Project
10.00Planning the Project
30.00Executing the Project
40.00Controlling and
Monitoring the Project
20.00Closing the Project
10.00Project Role
Project Leader

Description

Green Belt project of the company. Understand the relationship between all the different departments when it comes to the hiring process. Mainly, differentiate who places the need, who satisfies the need, what systems are used and who encodes the IDs needed as well as who monitors performance while the new hire progress through his tenure. Worked with Finance, Workforce, Talent Acquisition, Operations, Training to create detailed process maps as well as figure out failure points and to decide on redundant processes and information systems.

Avaya CDE Displays: *Overview*Date Started
Jan 2015Date Through
Jan 2015Project Role
Project LeaderPrimary Industry
IT/Software**Avaya CDE Displays: *Organization Details***Job Title
Operations AnalystOrganization Name
TeletechAddress Line 1
2nd Level Robinsons CybergateAddress Line 2
Araneta Ave., SingcangCity
Bacolod CityState/Province/Territory
Negros Occidental

Zip/Postal Code

Country
Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Avaya CDE Displays: *Project Details*

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

40.00

Controlling and
Monitoring the Project

20.00

Closing the Project

10.00

Project Role

Project Leader

Description

Currently, when agents get calls, they are only shown the skill numbers. In order for them to better handle the calls and for them to know if it is a misrouted call. We had to dig through some documentation in order to map extensions, skill numbers, VDNs, skill names and then implement it in Avaya. Worked with Technology Management, Telephony and Data Warehousing.

Mute/Hold Reporting: *Overview*

Date Started

Jan 2015

Date Through

Jan 2015

Project Role

Project Leader

Primary Industry

IT/Software

Mute/Hold Reporting: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Mute/Hold Reporting: *Project Details*

Initiating the Project

3.00

Planning the Project

8.00

Executing the Project

20.00

Controlling and
Monitoring the Project

7.00

Closing the Project

7.00

Project Role

Project Leader

Description

Agents putting customers on long hold or long mute are contributing to dead air and need to be reprimanded as this is a loss of revenue. Data needs to be extracted from a certain report and should be reported on a daily basis. Data should also roll up to the supervisor and manager. Worked with Data Warehousing, Quality and Web Development teams.

Error Rate Calculator: *Overview*

Date Started

Jan 2015

Date Through

Jan 2015

Project Role

Project Leader

Primary Industry

IT/Software

Error Rate Calculator: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Error Rate Calculator: *Project Details*

Initiating the Project

2.00

Planning the Project

5.00

Executing the Project

15.00

Controlling and
Monitoring the Project

5.00

Closing the Project

3.00

Project Role

Project Leader

Description

Payroll coding errors constitute delays in payroll processing which constitute additional man hours for payroll specialists. A simple script was created to check all Excel files dumped into a single folder for discrepancies. Worked with Finance and Web Development to accomplish this. PHPEXcel scripts were used.

SAC Validation: *Overview*

Date Started

Feb 2015

Date Through

Feb 2015

Project Role

Project Leader

Primary Industry

IT/Software

SAC Validation: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

SAC Validation: *Project Details*

Initiating the Project

10.00

Planning the Project

5.00

Executing the Project

20.00

Controlling and
Monitoring the Project

2.00

Closing the Project

3.00

Project Role

Project Leader

Description

Security Access Card reports were primitive: presented in tabular format in a .docx file. Each swipe represents 1 line. Although it is readable, it is not that easy to process. Script was needed to take all the swipe in and swipe out and figure out the exact number of hours an employee remained inside the premises. Output was a Datatable with the option to export to Excel. Furthermore, as this was confidential, restrictive permissions needed to be placed. Worked on the project alone with coordination from Facilities, Security and HR.

Hourly CMS Report: *Overview*

Date Started

Feb 2015

Date Through

Feb 2015

Project Role

Project Leader

Primary Industry

IT/Software

Hourly CMS Report: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Hourly CMS Report: *Project Details*

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

25.00

Controlling and
Monitoring the Project

10.00

Closing the Project

10.00

Project Role

Project Leader

Description

Avaya CMS reports are extracted by supervisors on a real-time basis. Request came in to have it automated per hour to reduce supervisor effort. Worked with Avaya and Data Warehousing to get raw data come in. Worked with Web Development to create the report and Operations to determine the report format.

Online Notepad: *Overview*

Date Started

Mar 2015

Date Through

Mar 2015

Project Role

Project Leader

Primary Industry

IT/Software

Online Notepad: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Online Notepad: Project Details

Initiating the Project

5.00

Planning the Project

5.00

Executing the Project

20.00

Controlling and
Monitoring the Project

5.00

Closing the Project

5.00

Project Role

Project Leader

Description

Agents write down notes during their calls so as to notify the next rep(if ever) of what troubleshooting steps and isolation has been performed. Notepad tool has been restricted for agents. With that, an online notepad needed to be created. A webform had to be setup wherein info is stored during their shift. Right after their shift, the file had to be deleted. Worked with Web Development to accomplish this.

Support Scheds: Overview

Date Started Apr 2015	Date Through Apr 2015
Project Role Project Leader	Primary Industry IT/Software

Support Scheds: Organization Details

Job Title Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Support Scheds: Project Details

Initiating the Project 5.00	Planning the Project 10.00	Executing the Project 20.00	Controlling and Monitoring the Project 10.00	Closing the Project 5.00
Project Role Project Leader				

Description

Teletech has numerous support groups aiding Operations. Operations does not always have visibility as to who they can approach to for support at a certain point in time. This warranted the publishing of schedules of each associate per department and a web dashboard that listed whether someone was on shift or not. Created the template that department heads had to fill up monthly and worked with web development to have the system put in place.

FCR Drilldown: Overview

Date Started

Apr 2015

Date Through

May 2015

Project Role

Project Leader

Primary Industry

IT/Software

FCR Drilldown: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

FCR Drilldown: Project Details

Initiating the Project

5.00

Planning the Project

10.00

Executing the Project

25.00

Controlling and
Monitoring the Project
10.00

Closing the Project
5.00

Project Role

Project Leader

Description

First Call Resolution is important to customer satisfaction and also better revenue due to lesser VOIP charges. As agents need to learn what type of calls they handled are getting callbacks, this project was raised to publish this info to agents. Calls are divided into numerous call drivers and each one has values that represent the number of callbacks as well as their handle time per call. Worked with web development and the client to get the necessary raw data, parse it and import to database and feed to the agent dashboard with restrictions.

Incentives Dashboard: Overview

Date Started

May 2015

Date Through

May 2015

Project Role

Project Leader

Primary Industry

IT/Software

Incentives Dashboard: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Incentives Dashboard: *Project Details*

Initiating the Project

5.00

Planning the Project

5.00

Executing the Project

10.00

Controlling and
Monitoring the Project

3.00

Closing the Project

2.00

Project Role

Project Leader

Description

Internal and external incentives are all housed on different systems. To promote agent enthusiasm, these needed to be compiled on a monthly basis, imported to the web dashboard and added to the agent profile page. Process was discussed with Reporting Analysts and system was put in place together with Web Development and Operations.

Quality Report Raw Data Update: *Overview*

Date Started

May 2015

Date Through

May 2015

Project Role

Project Leader

Primary Industry

IT/Software

Quality Report Raw Data Update: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Quality Report Raw Data Update: *Project Details*

Initiating the Project

2.00

Planning the Project

3.00

Executing the Project

10.00

Controlling and
Monitoring the Project

2.00

Closing the Project

3.00

Project Role

Project Leader

Description

Raw data from Data Warehousing has changed for the Quality Evaluations report and around 20 columns were interchanged. Had the automated import halted so that column mapping could be worked on by Web Development. After initial tests were proven to be a success, had the scheduled tasks resumed so reports could be sent out once more.

Pitstop Tracker: *Overview*

Date Started

May 2015

Date Through

Jun 2015

Project Role

Project Leader

Primary Industry

IT/Software

Pitstop Tracker: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Pitstop Tracker: Project Details

Initiating the Project

5.00

Planning the Project

10.00

Executing the Project

40.00

Controlling and
Monitoring the Project

10.00

Closing the Project

5.00

Project Role

Project Leader

Description

Objective was to create a form that supervisors and quality specialists could use to rate agents based on surveys that they got from customers. Worked with Quality and Operations to determine what fields were needed and the scoring algorithm. Worked with Web Development to complete the web form and permissions.

Supervisor Escalation Tracker Distribution Report: Overview

Date Started

Jun 2015

Date Through

Jun 2015

Project Role

Project Leader

Primary Industry

IT/Software

Supervisor Escalation Tracker Distribution Report: Organization Details

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Supervisor Escalation Tracker Distribution Report: *Project Details*

Initiating the Project

3.00

Planning the Project

5.00

Executing the Project

20.00

Controlling and
Monitoring the Project

7.00

Closing the Project

5.00

Project Role

Project Leader

Description

SMEs or acting supervisors are supposed to be assisting agents and taking escalation calls on the production floor. Due to reports of them slacking off, the escalation tracker needed to be upgraded to factor in a per hour productivity. Worked with Web Development to accomplish the said report and rolled out the update to Operations.

Scorecard Optimization w/ Analysis: *Overview*

Date Started

Jul 2015

Date Through

Jul 2015

Project Role

Project Leader

Primary Industry

IT/Software

Scorecard Optimization w/ Analysis: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Scorecard Optimization w/ Analysis: *Project Details*

Initiating the Project

5.00

Planning the Project

10.00

Executing the Project

20.00

Controlling and
Monitoring the Project

10.00

Closing the Project

5.00

Project Role

Project Leader

Description

Worked with Talent Intelligence team to improve the distribution of scores of agents. Currently, agents are weighted close to one another not making the performance scorecard ideal. Regression templates and further analysis as well as scorecard adjustments were performed. Afterwards, new weights were rolled out to Operations.

Supervisor Escalation Tracker Infraction Add-on: *Overview*

Date Started

Jul 2015

Date Through

Jul 2015

Project Role

Project Leader

Primary Industry

IT/Software

Supervisor Escalation Tracker Infraction Add-on: *Organization Details*

Job Title

Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Supervisor Escalation Tracker Infraction Add-on: *Project Details*

Initiating the Project

5.00

Planning the Project

10.00

Executing the Project

20.00

Controlling and
Monitoring the Project

5.00

Closing the Project

5.00

Project Role

Project Leader

Description

With the escalation tracker, some agents are reporting escalations that are not valid. Added the option for SMEs and supervisors to mark an escalation request as faulty or an infraction. Worked with Web Development to add the necessary check box to the form as well as the additional daily and weekly infraction report per agent and per team.

Client Audit: *Overview*

Date Started

Sep 2015

Date Through

Sep 2015

Project Role

Project Manager

Primary Industry

IT/Software

Client Audit: Organization Details

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Client Audit: Project Details

Initiating the Project

20.00

Planning the Project

40.00

Executing the Project

80.00

Controlling and
Monitoring the Project

40.00

Closing the Project

10.00

Project Role

Project Manager

Description

Client is sending over Info Sec executives to audit their vendor call centers in the Philippines. Needed a checklist of everything to check compliance with SOW. Covered things like fire escapes, computer restrictions, security camera logs, access card restrictions, call recording logs and files and much more.

Worked with Information Security Manager, Operations Directors and Managers, Facilities Managers, Technology Managers and Business Continuity to pull the audit off.

Analyst Onboarding: Overview

Date Started Sep 2015	Date Through Dec 2015
Project Role Project Manager	Primary Industry IT/Software

Analyst Onboarding: Organization Details

Job Title Senior Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Analyst Onboarding: Project Details

Initiating the Project 25.00	Planning the Project 25.00	Executing the Project 240.00	Controlling and Monitoring the Project 25.00	Closing the Project 25.00
Project Role Project Manager				

Description

As I have been promoted this September, someone needs to take over the Business Intelligence responsibilities that were previously mine. Onboarding of new Business Intelligence analyst included introduction to all information systems, procurement of licenses, provisioning of access, training Windows Server and Microsoft SQL, introduction to call center environment, introduction to all reports, layouting of career path and much more.

Password Reset Tracker: Overview

Date Started

Oct 2015

Date Through

Oct 2015

Project Role

Project Manager

Primary Industry

IT/Software

Password Reset Tracker: Organization Details

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Password Reset Tracker: Project Details

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

40.00

Controlling and
Monitoring the Project
20.00

Closing the Project
10.00

Project Role

Project Manager

Description

Client's InfoSec department requires passwords for tools used on their VPN to be reset every 30 days. Tracker needs to be setup so all employees can encode the date they reset their passwords for reporting purposes. Form and email automated report was accomplished by Web Development. Monitoring turned over to Training Department as they are the ones who initially request all IDs.

Outbound Disclosure Tracking and Report: *Overview*

Date Started

Nov 2015

Date Through

Nov 2015

Project Role

Project Manager

Primary Industry

IT/Software

Outbound Disclosure Tracking and Report: *Organization Details*

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Outbound Disclosure Tracking and Report: *Project Details*

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

40.00

Controlling and
Monitoring the Project

10.00

Closing the Project

10.00

Project Role

Project Manager

Description

Outbound spiels are delicate and can result to clients pulling out or getting legal issues when not phrased correctly. A new outbound spiel was rolled out and needed to be tracked on compliance. This required a tracker for Quality Specialists to evaluate calls and a report on the compliance of agents. Worked with Web Development to create the tracker and automated report. Worked with Operations and Quality to determine the fields on the tracker form as well as other functionalities.

Revenue Daily Monitoring: *Overview*

Date Started

Dec 2015

Date Through

Dec 2015

Project Role

Project Manager

Primary Industry

IT/Software

Revenue Daily Monitoring: *Organization Details*

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Revenue Daily Monitoring: *Project Details*

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

60.00

Controlling and
Monitoring the Project

20.00

Closing the Project

10.00

Project Role

Project Manager

Description

Teletech standards require agents to work at least 80% of their shift. This means that any non-call related activities should be minimized. A daily report was required detailing their daily, weekly and month-to-date compliance on this matter. Also, proactive monitoring algorithms were put in place so that they could predict how many hours they need to render overtime to escape the threshold. Worked with Operations Director and Business Intelligence to create and design the report.

VP Scorecard: *Overview*

Date Started

Jan 2016

Date Through

Jan 2016

Project Role

Project Manager

Primary Industry

IT/Software

VP Scorecard: *Organization Details*

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

VP Scorecard: Project Details

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

40.00

Controlling and
Monitoring the Project

20.00

Closing the Project

10.00

Project Role

Project Manager

Description

VPs report to SVPs and COOs weekly. They need visibility on each program's performance. Data includes KPIs, Schedule Adherence, Revenue, Service Level and a lot more. Worked with a Business Intelligence Analyst and Operations Managers to determine the data needed as well as the data sources. Worked with Web Development to automate the data.

Tenure and NHPerf Report: Overview

Date Started

Feb 2016

Date Through

Feb 2016

Project Role

Project Manager

Primary Industry

IT/Software

Tenure and NHPerf Report: Organization Details

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City
Bacolod City

State/Province/Territory
Negros Occidental

Zip/Postal Code

Country
Philippines

Phone Number
4327555

Contact Name
Ben Belasoto

Contact Relationship
Project sponsor

Contact E-mail
benbelasoto@teletech.com

Contact Phone Number
4327555

Tenure and NHPerf Report: *Project Details*

Initiating the Project
10.00

Planning the Project
15.00

Executing the Project
80.00

Controlling and
Monitoring the Project
25.00

Closing the Project
10.00

Project Role
Project Manager

Description

Client request to have 2 reports sent Friday COB. Report includes all KPIs and is divided into 2. First report details the journey of new hires from their day 0 to day 90. Second report covers the performance for different tenure groups of agents. Worked with a Business Intelligence Analyst to obtain, analyze and process the data and worked with Web Development to have it automated and delivered in Excel format every Friday.

Dispatch Report: *Overview*

Date Started
Mar 2016

Date Through
Mar 2016

Project Role
Project Manager

Primary Industry
IT/Software

Dispatch Report: *Organization Details*

Job Title
Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Dispatch Report: *Project Details*

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

40.00

Controlling and

Monitoring the Project

20.00

Closing the Project

10.00

Project Role

Project Manager

Description

Dispatch information comes in from the client in the form of raw data. Technical Knowledge Analysts need to process the data and do analysis on it which takes man hours. Project is to automate this. Worked with a Business Intelligence Analyst to do data mapping as some identifiers are not being used internally. Worked with Business Intelligence to automate the manual steps done by Technical Knowledge and present the output in an automated Excel report and email.

Operations Review Deck: *Overview*

Date Started

Apr 2016

Date Through

Apr 2016

Project Role

Project Manager

Primary Industry

IT/Software

Operations Review Deck: *Organization Details*

Job Title Senior Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Operations Review Deck: *Project Details*

Initiating the Project 10.00	Planning the Project 20.00	Executing the Project 80.00	Controlling and Monitoring the Project 40.00	Closing the Project 20.00
Project Role Project Manager				
Description Operations has a weekly review meeting with the client to review performance. Data needed includes past 3 months, past 4 weeks as well as month-to-date. All KPIs are included and data ranges from internal to external. Worked with a Business Intelligence Analyst to map out all the sources, data needed as well as formulas and then proceeded with the information to Web Development to have the files generated on a daily and as-needed basis. Also worked with Operations and the client to get the preferred format.				

Cluster Performance Report: *Overview*

Date Started

May 2016

Date Through

May 2016

Project Role

Project Manager

Primary Industry

IT/Software

Cluster Performance Report: Organization Details

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Cluster Performance Report: Project Details

Initiating the Project

10.00

Planning the Project

20.00

Executing the Project

60.00

Controlling and
Monitoring the Project

20.00

Closing the Project

10.00

Project Role

Project Manager

Description

Project was to automate the creation of a report that detailed the KPIs of the 4 projects under a specific program for weekly

meetings with the VP/COO. Worked with 1 Business Intelligence Analyst to map out all the raw data files, internal and external source files, database tables and reports involved. Worked with Operations to determine the proposed output file and Web Development to create the backend processing.

Agent Daily Performance Report: Overview

Date Started Jun 2016	Date Through Jun 2016
Project Role Project Manager	Primary Industry IT/Software

Agent Daily Performance Report: Organization Details

Job Title Senior Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singcang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		
Contact E-mail benbelasoto@teletech.com	Contact Phone Number 4327555	

Agent Daily Performance Report: Project Details

Initiating the Project 10.00	Planning the Project 25.00	Executing the Project 60.00	Controlling and Monitoring the Project 20.00	Closing the Project 10.00
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Project Role

Project Manager

Description

The ADPR report is sent to the client every Friday and contains per day, weekly and month-to-date data. Supervised a Business Intelligence Analyst in creating from obtaining the raw data to understanding how to consolidate one another using foreign keys. Also worked with Web Development to automate some of the key data and finally taught and turned over the process to the Analyst.

Attrition Reporting: Overview

Date Started

Jul 2016

Date Through

Jul 2016

Project Role

Project Manager

Primary Industry

IT/Software

Attrition Reporting: Organization Details

Job Title

Senior Operations Analyst

Organization Name

Teletech

Address Line 1

2nd Level Robinsons Cybergate

Address Line 2

Araneta Ave., Singcang

City

Bacolod City

State/Province/Territory

Negros Occidental

Zip/Postal Code

Country

Philippines

Phone Number

4327555

Contact Name

Ben Belasoto

Contact Relationship

Project sponsor

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Attrition Reporting: Project Details

Initiating the Project 5.00	Planning the Project 5.00	Executing the Project 10.00	Controlling and Monitoring the Project 3.00	Closing the Project 2.00
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Project Role Project Manager

Description Associate attrition is on the rise and needs to be brought down. Each program needs additional reporting as to what the reasons are per branch. Categories during exit interview were updated with Talent Acquisition and aside from term categories, term reasons were also introduced. Once the raw data was available in the Warehouse, worked with Web Development to create the automated data dump and email report.

Promise Tool Report: *Overview*

Date Started Jul 2016	Date Through Jul 2016
Project Role Project Manager	Primary Industry IT/Software

Promise Tool Report: *Organization Details*

Job Title Senior Operations Analyst		
Organization Name Teletech		
Address Line 1 2nd Level Robinsons Cybergate		
Address Line 2 Araneta Ave., Singang		
City Bacolod City	State/Province/Territory Negros Occidental	Zip/Postal Code
Country Philippines		
Phone Number 4327555		
Contact Name Ben Belasoto		
Contact Relationship Project sponsor		

Contact E-mail

benbelasoto@teletech.com

Contact Phone Number

4327555

Promise Tool Report: *Project Details*

Initiating the Project

10.00

Planning the Project

10.00

Executing the Project

30.00

Controlling and
Monitoring the Project

20.00

Closing the Project

10.00

Project Role

Project Manager

Description

Promise Tool is an information system that Accenture uses to report other call center's feedback of other call center's handling the same type of calls. Worked with a Business Intelligence Analyst to define the process and supervised Web Development on creating the automated report factoring in Operations' desired output and recipients. Turned over the process to the Analyst.

Project Management Education**Managing Projects within Organizations: *Education Course***

Title

Managing Projects within Organizations

Institution

SkillSoft Corporation

Date Started

Aug 2015

Date Ended

Aug 2015

Hours

2.00

Project Management Process Groups: *Education Course*

Title

Project Management Process Groups

Institution

SkillSoft Corporation

Date Started

Aug 2015

Date Ended

Aug 2015

Hours

2.00

Project Management Overview: *Education Course*

Title

Project Management Overview

Institution

SkillSoft Corporation

Date Started

Aug 2015

Date Ended

Aug 2015

Hours

1.50

Integrated Initiation and Planning: *Education Course*

Title

Integrated Initiation and Planning

Institution

SkillSoft Corporation

Date Started

Aug 2015

Date Ended

Aug 2015

Hours

2.00

Controlling Changes and Closing a Project: *Education Course*

Title

Controlling Changes and Closing a Project

Institution

SkillSoft Corporation

Date Started

Aug 2015

Date Ended

Aug 2015

Hours

1.00

Direct, Monitor, and Control Project Work: *Education Course*

Title

Direct, Monitor, and Control Project Work

Institution

SkillSoft Corporation

Date Started

Aug 2015

Date Ended

Aug 2015

Hours

1.50

Creating the Work Breakdown Structure: *Education Course*

Title

Creating the Work Breakdown Structure

Institution

SkillSoft Corporation

Date Started

Aug 2015

Date Ended

Aug 2015

Hours

1.50

Project Requirements and Defining Scope: *Education Course*

Title Project Requirements and Defining Scope		
Institution SkillSoft Corporation		
Date Started Aug 2015	Date Ended Aug 2015	Hours 2.00

Defining and Sequencing Project Activities: *Education Course*

Title Defining and Sequencing Project Activities		
Institution SkillSoft Corporation		
Date Started Aug 2015	Date Ended Aug 2015	Hours 2.00

Monitoring and Controlling Project Scope: *Education Course*

Title Monitoring and Controlling Project Scope		
Institution SkillSoft Corporation		
Date Started Aug 2015	Date Ended Aug 2015	Hours 1.50

Estimating Activity Resources and Durations: *Education Course*

Title Estimating Activity Resources and Durations		
Institution SkillSoft Corporation		
Date Started Dec 2015	Date Ended Dec 2015	Hours 2.00

Developing and Controlling the Project Schedule: *Education Course*

Title Developing and Controlling the Project Schedule
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Institution SkillSoft Corporation		
Date Started Dec 2015	Date Ended Dec 2015	Hours 2.00

Controlling Project Costs: *Education Course*

Title Controlling Project Costs		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 1.50

Planning Project Costs: *Education Course*

Title Planning Project Costs		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 2.00

Plan Quality Management: *Education Course*

Title Plan Quality Management		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 2.00

Quality Assurance and Quality Control: *Education Course*

Title Quality Assurance and Quality Control		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 2.00

Planning Project Human Resources: *Education Course*

Title Planning Project Human Resources		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 2.00

Managing Project Human Resources: *Education Course*

Title Managing Project Human Resources		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 2.00

Plan and Manage Project Communications: *Education Course*

Title Plan and Manage Project Communications		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 2.00

Control Project Communications: *Education Course*

Title Control Project Communications		
Institution SkillSoft Corporation		
Date Started Jun 2016	Date Ended Jun 2016	Hours 1.00