

JEUSE BYRON C. PANGANIBAN

Magay, Compostela, Cebu

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Objective:

To obtain an entry in your prestigious Company utilizing my analytical and interpersonal skills. Building a strong strategy which involves creating an environment that delivers what people want now and in the near future.

Summary of Qualifications:

BS Nursing graduate with strong employee relations and engagement background and work ethic, have a good communication skill and a computer literate.

Work Experience:

Position & Date Inclusive	Company & Address	Responsibilities and Participation
Technical Support Representative Aug. 30, 2010 – Dec. 26, 2011	TeleTech Customer Care Management Philippines, Inc.	*Received 25-35 calls per shift *Performs troubleshooting for printer connection via Ethernet. Wireless and Bluetooth connection *Record sales on printers, ink cartridges and printer accessories *Received 30-40 calls per shift *Performs Data gathering of customers profile *Track shipping for ordered items *Accept and Process sales
Sales and Service Representative Feb. 6, 2012 – Aug. 6, 2012	Concentrix CVG Philippines Inc.	*Troubleshoot HSI and CDV issues and process sales by adding another LOB in the account *Billing Inquiries *Accepted payments for the service *Escalated issue to TIER 2 department *Created tickets for Trouble call or technician visit *Offer Upgrade customer equipment's
Internal Escalations Group Aug. 6, 2012 – Jan. 2013	Concentrix CVG Philippines Inc.	*Accepted Supervisory calls *Troubleshoot HSI and CDV issues *Received payments for service

<p>Floor Support (January 2013 – May 2013)</p>	<p>Concentrix CVG Philippines Inc.</p>	<ul style="list-style-type: none"> *Processed Trouble Ticket for technician visit *Process Sales by adding another LOB in the account *Provided credits beyond scope (\$20)
<p>Floor Support- Handling Team (May 2013 – November 2013)</p>	<p>Concentrix CVG Philippines Inc.</p>	<ul style="list-style-type: none"> *POC for Call outs report *Managed LOB's AHT, SALES, and VOC. *Managed SALES audits <ul style="list-style-type: none"> *Handled Wave's 18 and 19 *Handled wave 19 from June 25 until present *Managed and Passed our teams VOC from 66%(July 2013 fiscal) to 71.17% (August 2013 fiscal) with passing rate at 67% for 60 days comtrac *Passed sales metric from 0.60% of July fiscal 2013 to 1.80% of August fiscal 2013 *Ranked 4th in the August Fiscal for Eric Jenkins Award – IPB Client Manager *Performed PDCA, DCDF and DDA's for proper feedback for my agents *Scrubbed estart punches *Updated teams performance on daily basis *Coached agents with their weekly performances *Listened and Evaluated agents recorded calls for Quality *Processed NTE's or DA's *Scheduled agents for admin hearing
<p>Team Leader Trainee Supervisory Level (November 2013 – July 2014)</p>	<p>Concentrix CVG Philippines Inc.</p>	<ul style="list-style-type: none"> *Handled 18 agents *Performed PDCA, DCDF, DDA *Coached agent with their weekly performance *Listened and Evaluates agents recorded and live calls *Scrubbed estart punches

<p>Team Leader Supervisory Level (July 2014 – Feb. 1, 2016)</p>	<p>Concentrix CVG Philippines Inc.</p>	<ul style="list-style-type: none"> *Updated teams performance on daily basis *Managed and Passed VOC, SALES and VOC performance from November 2013 until May 2014 *Consistently Ranked within the top 5 performing TL's from December 2013 until April 2014 TL scorecard. *Continued all duties and responsibilities of previous position as FSTL until TLT position. *Processed NTE's or DA's *Scheduled agents for admin hearing
<p>Human Resource Supervisor Feb. 2, 2016 – October 16, 2021</p>	<p>Concentrix CVG Philippines Inc.</p>	<ul style="list-style-type: none"> *Confirmed Team Leader July 16, 2014 *Continued with my duties and role as Team Leader in Comcast - SIK *Performed side by side with coaching with all 18 agents under my bucket *Processed NTE's or DA's *Scheduled agents for admin hearing *Activated modem for internet, phone and cable. *Close work order *Processed Failed Self Install Kit *Open escalation appointment. <ul style="list-style-type: none"> *Handled 4 HR associates. *Performed Exit Interview for all employees. *Scheduled administrative hearing and Labor Cases. *Created Notice of Decision for all administrative cases. *Investigated Fraud Cases. *Sent Return to Work Order *Performed Masterfile and salaried validation. *Validated Metric Valued Program (MVP) incentives for the agents.

		<ul style="list-style-type: none">*Tracked all Disciplinary Actions cases.*Attended Site Leadership meeting.*Employee Movement (Confirmation, Non-Confirmation, Resignation, Training Fallouts, LOAs*Processed Failed training and Learning Management System documents.*Conducted New Hires Orientation.*Processed One Time Payment for support group.*Engagement Program facilitation & EEC Connections.*Vendor Accreditation and PERKS Partnership.*Monthly, Quarterly and Yearly site and Companywide activities.*Conducted CSR activities.*Performs Marketing Strategies for Branding during events.*Handled 25 staff.*Performed Benefits talk to Supervisors and Up.*Conducted Training for Mental Wellness.*Conducted Leadership Training for all new supervisors.*Conducted Interviews for Employee Engagement applicants.*Reviewed internal hires application letter and CVAs for cross matching with the leadership role openings.*Processed and filled in Supervisors position for internal hiring.*Conducted interviews for new leadership roles for internal hirings.*Endorsed successful internal hires to hiring Managers for final interviews.*Onboard new leaders about company policies, requirements and Leadership training.
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People and Engagement Manager May 11, 2021, to Present	TDCX Philippines Inc.	<ul style="list-style-type: none"> *Created events and programs for Companywide events. *Processed procurement procedures. *Managed social media accounts. *Connected with vendors and business partners. *Proposed budget allocation for yearly events. *Conducted CSR initiatives with full coordination with operation management. *Created Quarterly and Annual Business Reports. *Attended Managers meeting every week. *Gathered data for Flash Pulse reporting or Staff Satisfaction Survey. *Analyzed Data from Flash Pulse Report.
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Educational Background:

Course & Year Inclusive:	School Address	Accomplishments & Participation
Secondary Education 2001-2015	La Consolacion College formerly Holy Child School Lilo-an, Cebu, Philippines	*Graduated High school
Bachelor of Science in Nursing 2005-2009	Cebu Doctors' University North Reclamation, Mandaue City	<ul style="list-style-type: none"> *Led a group of 5 students in completion of Research subject. Was graded 2.0. *Submitted requirements for the completion of the course. *Attended seminars on Cervical Awareness and Basic Life Support. *Completed 10 Operating Cases and 15 Delivery Cases.
Bachelor of Science in Nursing 2009-2010	University of Southern Philippines Lahug, Cebu City	<ul style="list-style-type: none"> *Graduated College of Nursing *Completed all Major and Minor hospital cases

Awards and Recognition:

- * Top 1 Agent consistently meeting 3.00 scorecard from April to June 2012 averaging at 3.45.
- * Top 2 Agent for the month of October 2012 averaging at 3.23.
- * Top 2 Agent for Sales for the month of October 2012 with a close rate of 6.05%.
- * Top 2 Agent for Sales for the month of November 2012 with a close rate of 5.68%.
- * Top 1 Agent in the 3rd Quarter of 2012.
- * Top Agent consistently meeting 3.00 scorecard from April to November 2012.
- * Ranked 4th in Eric Jenkins Award – IPB Client Manager
- * Consistent Top 1 Sales Team from January until October 2016.

Activities:

- *Member of the Acolytes Organization of Archdiocesan Shrine of Sr. Santiago de Compostela Parish - Compostela, Cebu from 1999- April 2012.
- *President of the Acolytes Organization of Archdiocesan Shrine of Sr. Santiago de Compostela Parish - Compostela, Cebu from 2003 to April 2012.
- *Chapter Head of the Youth for Christ – Compostela Cluster from 2007-2009.
- *President of the Parish Youth Coordinating Council from 2007 – 2013.
- *Chairman on Worship of the Vicariate Youth Coordinating Council from 2009-2013.
- *Program Committee Head of the 28th Local World Youth Day 2013.
- *Municipality of Compostela Youth Representative of the Province of Cebu.
- *Municipality of Compostela- Barangay Magay: Adviser Magay Youth Organization
- *Municipality of Compostela- Barangay Magay: Head of Barangay Health Worker
- *Municipality of Compostela- Barangay Magay: Head of Barangay Women's League
- *Municipality of Compostela – Barangay Councilor from 2013 until Present
- *Chair of the Committee on Education from 2013 - 2018
- *Chair of the Committee on Health from 2013 – 2018
- *Chair of the Committee on Appropriation 2018 - present

Character References:

Name & Position	Company & Address	Contact Number
Dr. Rony Mendaros Dentist	Municipality of Compostela, Cebu, Philippines	0921 600 1384
Irene Fatima Rayat HR Director	Spectra360 Inc. Cebu City, Philippines	0923 295 0339 0927 192 1732
Hazel Nojo Assistant Vice President	EXL Services Cebu City, Philippines	0917 328 1439