

# ARLAN DEAN BUGARIN

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## CAREER SUMMARY:

Detail-oriented professional with ten years of experience in various fields. Skilled at partnering with operations to promote growth and development. Organized leader looking for a permanent work at home position.

## PROFESSIONAL EXPERIENCE:

### HEAD OF PROJECT MANAGEMENT

Apr 2024 - Present

*Fame, Remote*

- Leads a team of project managers and freelancers to deliver high-quality content for clients
- Develop and implement project management strategies, methodologies, and best practices
- Oversee all aspects of project planning, execution, and evaluation
- Ensure optimal resource allocation and workload distribution
- Continuously assess and enhance project management processes and tools

### PROJECT MANAGER

May 2023 - Apr 2024

*Fame, Remote*

- Responsible for the delivery of client's podcast
- Responsible for ensuring that our creative team members are producing amazing work on time
- Coordinating internal resources and vendors for the flawless execution of projects
- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure resource availability and allocation

### QUALITY SUPERVISOR

Apr 2021 – Mar 2023

*Transcom, Remote*

- Oversees a group of Quality Specialists and is responsible for their overall performance and development
- Ensuring expected targets are achieved and maintained
- Performing monthly analysis to identify the root cause of poor performance
- Monitor calls, evaluate and track performance, conduct triad sessions as well as an audit to improve coaching effectiveness
- Accountable for developing and delivering quality improvement to the company while positively impacting the customer experience and being COPC compliant

### QUALITY ANALYST

Apr 2017 – Apr 2021

*Transcom, Mandaluyong City*

- Performing regular transaction monitoring and calibration sessions as agreed
- Supporting Team Leaders in setting improvement programs and action plans for CSRs
- Reporting quality scoring internally and externally at agreed frequencies (upon request)
- Escalating quality deficiencies to Training & Quality Manager
- Calibrating with TQM, Team Leaders, Operations Managers, and clients at regular intervals, monitoring transactions, and analyzing transaction monitoring results

## HR SERVICE CENTER REPRESENTATIVE

Aug 2014 – Apr 2017

*Transcom, Pasig City*

- Reviewing invoices and processing payments for approved invoices
- Reconcile monthly bank statements and research any discrepancies
- Maintains database by entering new and updated employee and medical information
- Reviewing and processing the drivers' DOT Medical Examinations
- Contacting Supervisors to follow up on any pending medical paperwork

## CUSTOMER SERVICE REPRESENTATIVE

Mar 2014 – Aug 2014

*Alorica Pacific Rim, Makati City*

- Managing high volume of incoming calls from customers regarding product inquiries and complaints
- Providing detailed information about products and services, explaining features and benefits
- Troubleshooting customer issues and resolving complaints efficiently
- Maintaining a positive, empathetic, and professional attitude toward customers at all times
- Escalating complex issues to relevant departments when necessary

## BRANCH ASSOCIATE

May 2012 – Mar 2014

*St. Martin of Tours Credit & Development Coop., Cabanatuan City*

- Loan processing from submission to releasing
- Processes deposit transactions through data entry
- Maintains database by entering new and updated customer and account information
- Conducting research to identify new revenue opportunities (marketing potential clients)
- Provide customers with more information about the company's products and services

## SKILLS and ABILITIES:

**Trello:** Expert in using Trello as a primary project management tool to organize workflows, streamline tasks, and monitor progress effectively.

**Freshdesk:** Skilled in utilizing Freshdesk as the main client support and helpdesk platform for efficient ticket management and customer service.

**Slack:** Proficient in leveraging Slack as a communication tool to enhance team collaboration and provide updates in real-time.

**Google Suite:** Experienced in using Gmail, Sheets, Drive, Calendar, Forms, and Meet to improve communication, coordination, and productivity.

**Microsoft Office 365:** Proficient in Outlook, Calendar, Excel, PowerPoint, Word, Forms, and OneDrive for effective project and task management.

**Inbox Management:** Skilled in organizing and managing email inboxes, creating filters, and prioritizing messages to optimize workflow.

**Attention to Detail:** Adept at meticulously reviewing tasks, identifying errors, and ensuring accuracy and quality in all deliverables.

**Resource Allocation:** Proficient in efficiently allocating resources to optimize project outcomes and minimize inefficiencies.

**Process Improvement:** Skilled in analyzing workflows, identifying bottlenecks, and implementing strategies to increase efficiency and productivity.

**Quality Assurance:** Highly skilled in ensuring that deliverables meet or exceed quality standards through thorough review and testing.

**Conflict Resolution:** Capable of addressing and resolving team conflicts to foster collaboration and maintain positive morale.

**Data Entry:** Expert in collecting, entering, and maintaining accurate data in databases to ensure the reliability of information.

**Time Management:** Skilled in prioritizing tasks, meeting deadlines, and delivering high-quality results within specified timelines.

**Root Cause Analysis:** Proficient in analyzing complex data sets, identifying underlying issues, and deriving actionable conclusions.

**Adaptability:** Highly capable of adjusting to new challenges, environments, and requirements while maintaining strong performance.

**Communication:** Strong ability to communicate clearly and effectively, both in writing and verbally, with clients, stakeholders, and team members.

## **EDUCATION:**

### **Bachelor of Science in Business Administration, major in Financial Accounting**

Araullo University – PHINMA, Cabanatuan City NE 3100

**Jun 2008 – Apr 2012**