

# Career Portfolio

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**ROMAN S. MERCADO**

**106 Gen. Evangelista St. Talaba I,  
Bacoor Cavite**

**(+63) 2 922 987 7555  
roman.mercado22@gmail.com**

## Statement of Originality and Confidentiality

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▶ This is the portfolio of Roman Mercado. All information is a product to be used to demonstrate my work experience and related skills. Please do not copy without permission.

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## Introduction

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**With 12 Years experience in the BPO industry, mostly 9 years experience in the Telco industry. I have developed my analytical, technical, flexibility and communication skills from working directly with customer and clients, which means I am well prepared to work on all changes, developments and enhancements for all systems, products and upgrades.**

# Resume

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**ROMAN S. MERCADO**

106 Evangelista Street, Talaba I, Bacoor, Cavite  
Mobile no. +63 922 987 7555  
e-mail address: roman.mercado22@gmail.com

**Strengths:**

Over 12 years of experience in the BPO industry as Customer Support. With a Strong visual sense, excellent in communication/writing skills and the ability to translate operation ideas and design concepts across all organizational levels.

**Work Experience:**

**FTL Communications Pty Ltd.**

23 Kalauai St North Balgowlah 2093 Australia  
**May 2018 – Present**

Title:

**VA / Project Coordinator**

Basic functions as follows:

- Coordinate the projects delivery, resources and subcontractors. Provide timely, supportive and high-quality service to contractors via phone and email correspondence. Scheduling of work for in field contractors and follow up to collect updates and completed documents. Manage escalation when required. Arrange access to sites for internal and external workforce. Provide timely reporting of projects progress. Data entry, updating status and follow up on job orders. Advise the Program Manager or Senior Project Manager on areas for improvement

**Satellite Office**

Uptown Bonifacio Global City, Taguig, Manila  
**August 2017 – February 2018**

Title:

**Configuration Analyst – (Siteminder)**

Basic functions as follows:

- Setup and configure Clients (New and Existing) with the system that they have purchased. The Configuration Analyst is responsible for ensuring the product is correctly implemented, providing a high quality of customer service, and driving a high level of customer satisfaction.

**Hotel Link Solutions**

Buendia Taft, Pasay, Metro Manila  
**November 2016 – August 2017**

Title:

**Help Desk Tier 1 – (Resonline)**

Basic functions as follows:

- Support Australian and New Zealand hotels and accommodation providers using Tourism Holdings Australia solutions. Troubleshoot, Analyze and resolve technical issues. Gather necessary data for issue replication, problem determinations for escalation. Diagnose and resolve technical software issues involving mapping, billing, email queries, and such other task as delegated by the Head Office. Provide periodic reports as instructed by head office, follow up and make scheduled checking of tickets for clients where necessary.

**First Source Solutions Limited**

North Gate Alabang, Muntinlupa City  
**July 23, 2007 – August 2016**

Title:

**Order Manager – (Verizon Business)**

Basic functions as follows:

- The Order Manager is responsible for receiving new work and then verifies order data received from Sales gathering additional internal Verizon Data and external customer provided data and submitting the order processing. OM also coordinates with Network Delivery Team. Network Engineers. Field OPS and in-country Telco's about the status of the order. Demonstrates efficiency and prioritize Customers Escalations and assists in giving effective issue resolutions in delivering the service. Also serves as a knowledge base for High Bandwidth types of orders such as DS3, IP Ethernet, IP Dedicated, ADSL/BDSL. Specializes in Non-Core type of orders - VOIP, IBV, CALL FORWARD, HOSTING RACK COLOCATION, TOLL FREE NUMBERING, WIRING etc. Communication with customer begins during Order Verification Checklist phase and extends through the provisioning phase until order completion such as: Conducts Confirmation Call, Conducts Service Order Acknowledgement, Schedules Telco Facilities Install Date, Schedules Telco Facilities Install Date Reminder, Circuit Ready Notification, Complete and Billable as the final phase of the order.

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**Alorica**  
Buendia, Makati, Philippines  
**May 2006 – July 2007**

Title:  
**Technical Support – (Verizon Account)**

Basic functions as follows:

- Respond quickly and effectively to requests received through the queue. Monitors tickets assigned to the queue and process first-in first-out based on priority. Modify configurations, utilities, software default settings, etc. for the end users. Install, test and configure new users peripheral equipment and software. Report issues to the Service Desk for escalation. Assist users in router and modem setup.

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**Cosmos Bottling Phils.**  
Pulo, Balibago, Laguna  
**December 2005 – April 2006**

Title:  
**Assistant Sales Representative**

Basic functions as follows:

- Identifies target markets within designated geographical area. Qualifies/ascertains lists of prospects from Company leads and other publications. Prospects potential customers via aggressive phone sales. Obtains pertinent information concerning prospects. Enters new customer data and other sales data for prospective customers into computer database.

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**ADEC Solutions, Inc.**  
Las Pinas City, Philippines  
**February 2004 – November 2005**

Title:  
**Quality Assurance Specialist**

Basic functions as follows:

- Study and analyze client's specification and requirements. Review the quality output of the file based on the given project specifications. Responsible for developing specific quality procedures based on the project's output and accuracy requirements. Perform inspection and evaluation of the files before delivery to client.

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**Intergrated Logistics Philippines**  
Pulo, Cabuyao, Laguna  
**February 1997 – February 2001**

Title:  
**Operations Team Lead**

Basic functions as follows:

- Instruct and liaise with warehouses and forwarders to prepare and arrange the execution of the shipment of goods while complying with the FIFO (First-In First-Out) process. Maintain a level of disciplinary action that is fair, consistent and compliant with the Policy laid down in the Terms and Conditions of Employment.

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**Educational Attainment:**

College: AMA Computer College (Canlalay Biñan, Laguna)  
Bachelor of Science in Information Technology 2001-2003 (Graduate)

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**Special Skills:**

Practices: Basic knowledge in PRINCE2 and ITIL  
Applications: MS Office, Adobe Photoshop, MYOB, SAP Application, VM Ware, Salesforce  
Dialects: English and Basic Japanese (N5)

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**Character References:**

**Mr. Kevin Christian Cachuela**  
Configuration Analyst – (Siteminder)  
Mobile No: +63 917 675 3474

**Mr. Luisito Tuala**  
QA Senior Manager – (ADEC Solutions)  
Mobile No: +63 999 728 8849

**Ms. Rose Assenith D. Flores**  
Incident Management – (Verizon)  
Mobile No: +63 917 596 6671

## Career Summary

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**Project Coordinator:** Coordinate the projects delivery, resources and subcontractors. Provide timely, supportive and high-quality service to contractors via phone and email correspondence. Scheduling of work for in field contractors and follow up to collect updates and completed documents. Manage escalation when required. Arrange access to sites for internal and external workforce. Provide timely reporting of projects progress. Data entry, updating status and follow up on job orders. Advise the Program Manager or Senior Project Manager on areas for improvement

**Order Manager:** Responsible for receiving new work and then verifies order data received from Sales gathering additional internal data and external customer provided data and submitting the order for processing. OM also coordinates with different segments/departments about the status of the order. Demonstrates efficiency and prioritize Customers Escalations and assists in giving effective issue resolutions in delivering the service.

**Customer Support:** Support clients and customers either technically or process information using system generated solutions. Troubleshoot, Analyze and resolve technical issues. Gather necessary data for issue replication, problem determinations for escalation. Diagnose and resolve technical software issues, billing, email queries, and such other task.

**Quality Assurance:** Review the quality output of the file based on the given project specifications. Responsible for developing specific quality procedures based on the project's output and accuracy requirements. Perform inspection and evaluation of the files before delivery to client.

## Goals

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- Obtain a job where I can utilize my skills and develop skills to further my career.
- Future my knowledge in as a Business Manager
- Use my skill set to help obtain goals of the company I work for.
- Make the people that I am surrounded by the best they can be.



# Samples of Work

## Scheduling process, updates and job completion spreadsheet.

Vendor	Date Issued	Order number	Site Code	Customer	Address	Job Type	Parts needed	Description/Update	Install Info	Mon-Fri	Comp Date	A5-B	WO#
Connectel - Optus Network	5/2/2018	5571757	02AH	VERIZON AUSTRALIA PTY LIMITED	20 MARTIN PLACE, SYDNEY, NSW, 2000, Level 16, ACI WORLDWIDE CORPORATION	Evolve Ethernet	Huawei S5300	Committed date of delivery: 05/11/2018 Customer contact: Dean Rossi Phone: 0295120298 Mobile: 0419046298 Email: dean.rossi@aciworldwide.com ----- FAD: Hubsite Code: 02AH Port Details: xe-0/1/0 CT ID/Name: EV00006290 ----- Dark Fibre IA required? NO New NTU required? Yes, New S5300 NTU is required to be installed. SPE? NO EVC Train Created: EVC00006290 PORT/VLAN: xe-0/1/0 New NSN required? YES EWAN Subnetwork: EWANIDBP2P907 Outer/Inner VLAN: 520/908	Friday - 05/11/2018	05/3 - Check materials with supplier 05/4 - Confirmed materials in drop-point 05/7 - Materials picked up and ready 05/08 - Requested site access for install. Given on the same date 05/08 - Scheduled tech for site install	Thursday - 05/10/2018	A5-B done and completed	Invoice WO 7820 \$1,642.36
Connectel - Optus Network	5/22/2018	5559625	61P6	Group 4 Connection Services Pty Ltd	Suite 2, Level 7, 125 O'Riordan Street, Mascot, NSW	Evolve IP VPN	Huawei S5300	Committed date of delivery: 06/12/2018 Customer contact: Ian Cox Phone: 61 3 9864 4098 Mobile: 0427332000 Email: ian.cox@au4s.com ----- FAD: FAD7 works Hubsite Code: 12LU Port Details: xe-0/1/0 CT ID/Name: EV00005413 ----- Helix (CFU) Order Creation Error/Missing Information! NTU False information. Delay 5 day(s) Initial Estimated End Date 06.12.2018 - Estimated End Date 07.12.2018	Tuesday - 06/12/2018	05/23 - Check materials with supplier 05/24 - Materials to follow 05/28 - Confirmed issue with customer end per Coordinator 05/31 - Followup on issue. 06/04 - Confirmed issue resolved 06/05 - Check materials availability 06/06 - Materials ok for pickup 06/06 - Requested site access 06/07 - site access granted 06/07 - Scheduled tech for install on 06/11	Monday - 06/11/2018	A5-B done and completed	Invoice WO 7880 \$2,471.68

The screenshot shows an Outlook interface with the following elements:

- Office 365 Outlook** header.
- Inbox (Maghnus Ahe)** with a list of messages from Admin Support, dated from 11/06/2018 to 20/06/2018.
- Open Email:**
  - Subject:** FW: #5571757 Fad6/7 complete s7627
  - From:** Mitchel Johnson1 <Mitchel.Johnson1@optus.com.au>
  - Body:**

Hi mary

Can you please create folder and asbuilt in sharepoint for above. Thanks,

With thanks and regards,  
Mitchel Johnson

**From:** Admin Support [mailto:admin@ficomms.com.au]  
**Sent:** Thursday, 10 May 2018 8:45 PM  
**To:** Mitchel Johnson <mitchel@connectel.com.au>; Mitchel Johnson <mitchel.johnson1@optus.com.au>; Gina Izgi <gina@connectel.com.au>; Melvin Chong <Melvin.Chong@optus.com.au>  
**Cc:** Optus FNE NSW <optusfne@connectel.com.au>  
**Subject:** Re: #5571757 Fad6/7 complete s7627

Hello all,

Fad6/7 is now complete.

Demark is customers site, level 16 comms room, Comms rack F02, New Huawei S300 NTU is installed in RU 31, Customer service hand off is on port GE 9 - 1000Base LX, port is tagged.

Regards,

Roman Mercado  
Admin/ Project Coordinator

## Certificates and Awards

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RP - Sanjiv Goenka  
Group  
Growing Legacies



## Certificate of Recognition

Awarded to **Roman Mercado**

**In Appreciation for Eight years  
of Outstanding Service and Dedication**

**Mohan SM**  
Country Manager

**Joyce Fe Caseñas**  
GM - Human Resources

Date: **August 19, 2015**

Location: **Firstsource Bldg, Northgate Cyberzone**



CLIENT DELIVERY  
**WOW! AWARD**

*this certificate is awarded to:*

**Roman (Manny) Mercado**

*in recognition of*

his outstanding performance in Client Delivery in  
April 2016

Betty Cheuk  
Head of Client Delivery, Asia Pacific  
Verizon

Date: 25<sup>th</sup> April, 2016