

Statement of Originality and Confidentiality

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Introduction

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

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 Kalaui 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

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

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.

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.

Cosmos Bottling Phils.

Title: Pulo, Balibago, Laguna

December 2005 - April 2006

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.

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.

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.

Educational Attainment:

AMA Computer College (Canlalay Biñan, Laguna) College:

Bachelor of Science in Information Technology 2001-2003 (Graduate)

Special Skills:

Practices: Basic knowledge in PRINCE2 and ITIL

MS Office, Adobe Photoshop, MYOB, SAP Application, VM Ware, Salesforce Applications:

Dialects: English and Basic Japanese (N5)

Character References:

Mr. Kevin Christian Cachuela

Configuration Analyst - (Siteminder) Mobile No: +63 917 675 3474

Ms. Rose Assenith D. Flores

Incident Management - (Verizon) Mobile No: +63 917 596 6671

Mr. Luisito Tuala

OA Senior Manager - (ADEC Solutions)

Mobile No: +63 999 728 8849

Career Summary

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.

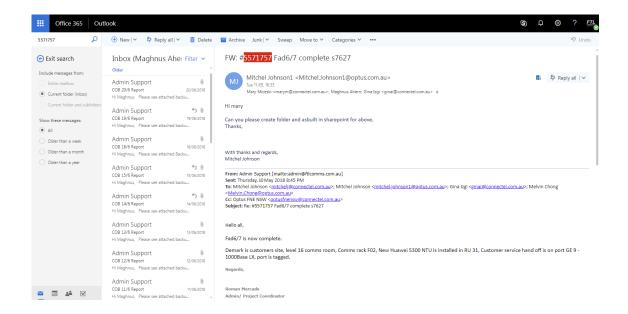
Goals

- 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

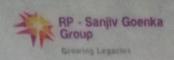
Scheduling process, updates and job completion spreadsheet.

Vendo	▼ Date Issuec ▼	Order number 🔻	Site Code 🔻	Customer 🔻	Address ~	Job Type 🕶	Parts need: Y	Description/Update	Install Info 🔻	Mon-Fri ▼	Comp Date	AS-B ▼	W0# ~
Connecte Optus Networ	5/2/2018	5571757	O2AH	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 025/12/2028 Mobile: 0419/04/2028 Email: dean rossi@aciworldwide.com Hubbite: 0640-0244 Hubb	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	AS-B done and completed	Invoice W0 7820 \$1,642.36
Connecte Optus Networ	5/22/2018	5559625	61P6	Group 4 Correction Services Pty Ltd	Suite 2, Level 7, 185 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 4038 Mobile: 02/13/3080 Email: Ian cox@eu_sés.com FAD: FAD? works: LU FAD: FAD: FAD: FAD: FAD: FAD: FAD: FAD:	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 - Steeduled tech for install on 06/11	Monday - 66/11/2018	AS-B done and completed	Invoice W0 7880 52,471.68



Certificates and Awards







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

