

**Joarmie Simo Tarala**

**Profile**

15 years progressive experience in a diverse experience in Operations Excellence, BPO, Virtual and shared team in international, multinational and multi-cultural expertise in roles coverage for Global Quality, Risk management , Business Intelligence/Reporting, Service Level Agreement and Department Performances and monitoring, People Management, Client Management, Process Re-engineering and Process Improvements, BPO Standardization, onshore to offshore Job Transition.

Industry Experience

Business Process Outsourcing

Information Management

Quality and Risk Management

Business Intelligence and analytics

Operations and Production Performance Monitoring

Key Performance Indicators and Metrics setting

People Management (100 FTE)

Cross Skill and Training Management

Workforce and Capacity planning

Floor planning

Skills & Competencies

Quality and Risk Management

Process Re-engineering

Data architecture

Reports Design and Automations

Client Satisfaction

Information Security

Business Continuity

Data analysis and validations

Key Performance Indicators and Metrics setting

Six Sigma Green belt certified by Accenture

Six Sigma Black belt trained

MS Excel Expert

MS Access Intermediate

Career Summary

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| --- | --- | --- | --- |
| **From** | **To** | **Company** | **Role** |
| 2019 | 2019 | Security Bank Corporation | Process Improvement Officer  |
| 2013 | 2018 | Fuji Xerox Document Management Solutions | Support Services BAU Manager |
| 2011 | 2013 | Logica now part of CGI | Reporting and MI Specialist/Team Leader |
| 2008 | 2011 | Accenture, Inc. | Global Quality Metrics Analyst |
| 2007 | 2008 | Accenture, Inc. Project (now UHG) | Reporting Analyst |
| 2006 | 2007 | Paragon International Customer Care Ltd. | Cash Payment Representative |
| 2003 | 2006 | Accenture, Inc. Project (now UHG) | Data Analyst |

Career History

**Security Bank Corporation**

**Senior Assistant Manager, Process Improvement**

**January 2019 - June 2019**

* Service Quality reviewer of current process of Contact Center Group of SBC, voice and non-voice
* Builds Quality Framework, KPI, and Metrics of SBC Contact Center Group Quality Team
* Customer Journey mapping
* Compliance checks for Contact Center Group
* Data Analysis and Reports reviewer of the Team

**Fuji Xerox Document Management Solutions**

**Business Support Services Business as usual Manager**

**September 2015 - March 31, 2018**

**Directly reports to Operations Manager**

**Marketing the Services of the Department:**

* Prepares costs and proposal for new Services of Offshore Data Entry, Back Office and Operations Reports support.
* Provides consultation on the best solution and practices for the client's business requirements.
* Participates in client meetings and spearheads in-house meetings for seamless project implementation.
* Develop documentation, presentations and proposal on client inquiries.
* Review revenue and cost impacts to ensure that business is profitable.
* Explore profit-making projects and prepare business plans.
* Transition onshore to offshore jobs

**Over-all Project Implementation:**

* Reviews, plans and executes various projects of Offshore Data Entry, Back Office and Operations Reports support.
* Ensure that project deliverables meet business requirements and are clearly understood by Business Support Services Department
* Collaborates with department heads namely IT/TAPS, HR, Finance and Admin in preparing necessary infrastructure requirements of each project.
* Serves as liaison to various vendors to deliver client requirements.
* Coordinates with HR and other agencies for the requisition of manpower requirements.
* Maintain positive working relationships with business owners, staff and vendors.
* Provide framework for procedures/processes and set quality controls/parameters.
* Prepare project documentation and give staff orientation to orchestrate seamless production flow.
* Set KPI's and assign process owners in the team.
* Generate, review and analyses Team Scorecard and cascade result to the team.
* Monitor daily Operations and develop reporting structure and escalation procedures.
* Initiate cost cutting schemes within the department and meet revenue targets.
* Service Level Agreement Management
* Capacity Planning, Shifts and staff schedules, Floor plan
* Operations tools, Dashboards and reports creation: Client Billing, Volumes, Trends, Inventory

**People Management:**

* 7 direct reports consist of: Quality Analysts, Team Leaders, Reporting Specialists, Production analyst with 20-100 indirect reports
* Monitor Meetings: Daily huddles, Shift endorsement, daily production and quality updates with team leaders
* Monthly Staff Performance reporting, stack ranking
* Coaching and Development
* Training requirements for skills upgrade
* Monthly review
* Annual merit review
* Monthly performance awards and recognitions
* General assembly planning and presentations

**Transformation Projects:**

* Spearheading process improvement projects with different departments. End to end process of Kaizen projects changes manual paper entry to online entry.
* Provides projects thru system developments to different departments to optimize full time employees.

**Recognition:** Manager of the Year 2016 Runner up Award

**Fuji Xerox Document Management Solutions**

**Operations Project Manager for Production Analysis**

**Nov 2013 - Aug 2015**

**Directly reporting to National Facilities Manager**

**FXDMS National Operations**:

* Fuji Xerox has 7 business centre in Australia and 3 in Asia.
* Each business centres’ production involves scanning of documents, data entry, fulfilment, printing, mailing and handling.
* Trending and analysis of production performances, volume and total labour cost of Fuji Xerox’s production for all operating division of printing business centres.
* Setting Targets and savings targets for each site productions.
* Reporting volume, total labour cost and savings by KPI per operating divisions.
* Reporting downtime, shift efficiency and lost per KPI per operating division and be able to suggest solutions or points for improvements.
* Be able to produce costs projections versus project cost savings reports on a month to date, year to date basis and comparison reports on best month of the year and against same month the previous year.
* Capacity Planning and utilization for printing business centres’ production.
* Production and performance targets setting for each site.
* Tracking Electricity costs per month for each production site and be able to find ways to bring down the costs in the future.
* Ensure that daily, weekly and monthly production summaries are updated by operating divisions.
* Monitor input data by the various operating divisions and report any non-compliance.
* Ensure that the existing productivity systems are reporting information correctly.
* Modify and improve the systems where necessary by working with technical subject matter experts.
* Develop a new productivity reporting systems while working with technical subject matter experts
* Under special circumstances, travel to Australia and FXDMS production sites required.

**Philippine BPO activities**:

* Process Group Member of Philippines BPO Improvement Projects.
* Process Group Member of Philippines BPO Process Excellence
* Assists with BPO PH Operational project planning and process improvements.
* Assists with BPO PH Benchmarking and process standardization. (CMMI for Services)
* Business Communication Tree Point of Contact member
* New Projects review member

**Logica now part of CGI**

**SLA and MI Reporting Specialist**

**Jul 2011 - Nov 2013**

**Directly reports to Fulfillment Manager**

**Service Delivery Management: Team Lead**

* Ensure that all deliverables of the team are on time and accurate.
* Ensure process documents are up to date.
* Ensure timely and accurate delivery of the SLA Scorecard according to Logica contractual obligations and project needs.
* Manage new reporting requirements, updates as required by the clients.
* Ensure delivery of the daily performance statistical reports and weekly operational meeting reports to Logica and Shell stakeholders
* Ensure smooth transitions of new project and additional tasks of the team from onshore to offshore.
* Ensure timely and accurate delivery of the MI reports and dashboards according to Logica contractual obligations and Horizon 3 needs
* Process reengineering and improvements.
* Change Management of client, team and business requirements.
* Expectations management of team performances for client
* Level 1 escalations
* Project planning

**Reporting, Quality and Performances:**

* Discuss SLA Scorecard/Performances of Business Units, Supplier, and Client involve in the project.
* Overall Quality Assurance of the team.
* Reports analysis and interpretations
* Reports designs (MS Excel)
* Provide regular updates to Logica CGI stakeholders
* Risk management for the team

**Process Improvement Project:**

Kaizen project of merging 3 dashboards into SQL with direct report IT programmer to build the Database. This collates 3 different dashboards for cards volume, cards production performance and Service Level Agreement scores for cards end to end transactions. Reports are collated and exported to MS Excel and PDF ready for sending to clients.

**Recognition:** Special Recognition Award by Shell Cards

**Accenture Philippines, Enterprise**

**Global Quality Reporting and Metrics Analyst, Global Quality and Risk Management**

**Directly reports to Reporting Specialist**

**Apr 2008 - Jul 2011**

* Accenture Global contracts quality and risk mitigations process and scorecards
* Client Satisfaction Survey process and scorecards
* High Risks Escalations updates, trends and scorecards
* Contracts execution problems, Fiscal Year problems on Job (Employee) reports
* Service Level Agreement Scorecards for stakeholders
* Service Level Agreement Scorecards for team management
* Manage new reporting requirements, updates and process improvements
* MS Excel 2003 and 2007 trainings faculty
* Group events and games committee

**Recognition:**

Accenture Philippines Enterprise- Gantimpala Likha (Innovations) Annual Award winner year 2010.(DMAIC projects)

* Accenture Business Services Quality Team Mail Merge project automated outgoing daily mails for 1,000 to 2,000 Accenture contracts for Quality and Expectations management updates.
* Accenture Business Services Quality Team Client Level Reports Maker  automated daily and weekly reports maker for Quality Directors of Accenture contracts and pipelines.

**Accenture Philippines BPO (Blackpearl project now UHG)**

**Reports Analyst/Products Operations and Quality Assurance Support**

**Project Operations/ Global Quality and Risk Management**

**Jan 2007 - Apr 2008**

**Directly reports to Operations Manager**

**Reporting Analyst (Black Pearl project)**

* Reports generations and consolidations for the Blackpearl project: daily, weekly, monthly and adhoc
* Issue resolutions. Answering queries from Management and Operations department and queries from the client.
* Reporting tools demonstration during client visits.
* Handling student trainees for On the Job training program of the project.

**Products Operations Global Quality Support (North America Products and Products Operations Group)**

* Provides Email, call, and chat support for all deliveries across all Operations Unit.
* Assist in Lotus Notes (Old Quality tool) for contract updates, QA documentations, pipeline projects and Duplicate contract records clean ups.
* Provides support for Accenture contracts review on Operations Unit from old to new web database of Accenture Quality Assessment tool.
* Generates standard reports (pipeline, won contracts, high risk contracts) from the Quality Assessment tool on mid-month, monthly or adhoc
* Provides monthly quality memo to all Client Service Groups and Quality Leads.
* Sends out bi-monthly status check emails to all Quality Assessment Directors and their Quality Leads for delivery and risk assessment compliance purposes
* Assist in the documentation process of Quality and Risk assessment.
* Download and upload Quality and Risk Assessment forms completed and signed by the QA Directors for won contracts and pipelines
* SAP OM contracts records update
* Generates reports for SAP pack and database maintenance
* Assist in Client Satisfaction tools updates and plan set up
* Held Open door inbound calls (4 hours live) question answer sessions every Friday for Quality Assurance Directors, Senior Executives, Managers regarding the QA tool process, QA documentations and OM applications. Walk-thru, QA tool users, QADs, Managers, Senior Executives on QA documentations process.
* Attends weekly North America Quality and Risk Management, Operations Support Professional conference team call. Attends monthly Operations Global call.

**Paragon International Customer Care Ltd.**

**Cash Payment Representative (Finance Team)**

**Sept 2006 - Jan 2007**

**Directly reports to Project Manager**

#### Checking, auditing and processing deposits and withdrawals of clients

#### Requesting and receiving documents from players/clients.

#### Email queries and concerns to language support

#### Responding and answering different queries of support agents and London based partners on chat

* Closing accounts with fraudulent records, documents and with fraudulent collaborations.
* Creating start and end of shift reports.
* Escalation of queries and concerns to relevant departments.

**Accenture Philippines BPO (Blackpearl project now UHG)**

**Data Analyst/Online Issue Support (Process Team)**

**Feb 2003 - Aug 2006**

**Directly reports to Team Leader**

* Eligibility forms processing, online (Onshore) Transactions/Issues.
* Routing of online work issues on different platforms.
* Attends on conference calls and reporting to clients with the team lead and senior analysts.
* Team attendance, production inventory, work load balancing of different platforms.
* Monthly score cards recording and filing.
* Answering emails
* Games and other activities committee

Qualifications / Affiliations

Lean Six Sigma Green Belt Certified

Six Sigma Black Belt trained

ITIL Service Management

CMMI trained

Accenture Alumni Member

Education

Graduate School of Management (2005 -2006): Pamantasan ng Lungsod ng Maynila (MBA - Management (18 units) Tertiary Level (1997 - 2001) : University of the East, Manila (BSBA, Major in Marketing) Primary and Secondary Levels (1986 - 1997) : Siena College (Del Monte Avenue, Quezon City)

**Contact Details**

**Address: 20 K9 Baesa Road, Quezon City.**

**Mobile Number:** 0915-881-1122 / 0995-655-9388

**Personal email:** zowiezaj@yahoo.com

**LinkedIn Profile:** https://www.linkedin.com/in/joarmie-tarala-4a2b556b/

**Date of birth:** November 22, 1980

**References**

John Michael Vincent Santos

Process Improvement Manager

Security Bank Corporation

5th floor, Security Bank Head Office

6776 Ayala Avenue, Makati City

Direct 63-2-867-6788 local 5983

John Rowe

Regional Delivery Center Manager

Fuji Xerox Document Management Solutions Pty Limited
9F Science Hub Tower 2 McKinley Hill

Taguig City 1634 Metro Manila, PHILIPPINES

Direct   63-2-883-9409   Philippines

Direct   61-2-9612-7866 Sydney

Mobile   63-917-807-3766

Iain Cleveland

National Facilities Manager/Operations Project Manager

213-215 Robinsons Rd
Ravenhall VIC 3023 Australia

Direct    03-8358-1936
Mobile   61-431-341-500

Romelie Santos

Compensation and Benefits Officer

Fuji Xerox Document Management Solutions Pty Limited
9F Science Hub Tower 2 McKinley Hill

Taguig City 1634 Metro Manila, PHILIPPINES

Direct 63-2-883-9416

John Ticzon

APAC Manager CGI

Logica now part of CGI

15th Floor, Bonifacio One Technology Building,

Bonifacio Global City, Taguig City

Direct 63-2-858-4000

Wilhelma Francisco

Delivery Excellence Associate Manager

Accenture, Inc

GT Tower 2, Pioneer Street

Mandaluyong City

Direct 63-917-843-0697