

JOAN ONG - RIVAS

Minglanilla, Cebu, Philippines | +639321224052 | anjo9778@yahoo.com | www.linkedin.com/in/jorivas97

SKILLS

- MS Office tools in Excel (with formulas), Outlook, PowerPoint and Word
- Google Workspace
- Zoom, Teams, Webex, Outlook and SharePoint
- Photo/Video editing
- Photoshop and Canva
- Typing skills of 45 wpm
- Tech-savvy, articulate in finding solutions and with less supervision
- Strong verbal and written communicator

EDUCATIONAL BACKGROUND

Primary | **St. Francis of Assisi School** | Cebu City | Graduated March 1991

Secondary | **Colegio de la Inmaculada Concepcion** | Cebu City | Graduated March 1995

College | **Cebu Institute of Technology-University** | Cebu City

Bachelor of Science in Computer Engineering | Graduated October 2003

CERTIFICATION

CIVIL SERVICE COMMISSION Eligibility Passer

Career Service Professional Examination on August 7, 2022 (see LinkedIn attachment)

JOB EXPERIENCES

Wipro BPO Philippines | Cebu Business Park, Cebu City

January 9, 2021 – May 25, 2026

WFM / MIS Executive (Social Media Account) Work-From-Home setup

- Enforce real time adherence in all queues within the scope of operation.
- Monitor the proper use of activity codes, overall onsite shrinkage, variations in AHT, and any other real time events that contribute or impact negatively in the execution of planned productivity hours to meet SLAs.
- Responsible for regular publishing and analysis of reports including process dashboards, team performance reports, initiating appropriate action plans & initiate training.
- Appropriate distribution of programmed shrinkage (activity codes) to guarantee the accuracy of projections related to productive staffing commitment.
- Should be capable of handling client escalations related to workforce and schedule management.
- Expected to carry out responsibilities of timely submission of reports to clients and internal stakeholders.
- Prepare ad hoc reports pertaining to management inputs for strategic initiatives.
- Is well informed on business metrics impacting SLA and financials and provides necessary/proactive interventions and flags to the respective stakeholders.
- Provide overall floor support to associates/agent and assist them with technology concerns reported real time and tracker all technology issue reports.
- Coordinate and overlook the implementation of workforce-related updates.
- Responsible for assigned administrative tasks and tracking.

Wipro BPO Philippines | Cebu Business Park, Cebu City

July 27, 2009 – August 7, 2019

WFM / MIS Executive (US Airline account started on December 2017)

- Tasks are done with Content Management System (CMS) / RTA monitoring otherwise, MIS tasks involved with Excel such as the following:
 - ✓ Attendance tagging and shift schedule adjustments
 - ✓ Accurate and timely reports to be published using
 - ✓ To keep the report data bank ready for any requests received from time to time
 - ✓ Reports/dashboard generation / Publishing on Hourly, Daily, Weekly, Monthly
- Also coordinates with Operations and other support groups
- Continuous engagement with internal customers – Call Centre Operations team – to identify analysis requirements, identify process gaps and provide regular reports to improve the performance.

Back Office Billing Associate / Production Analyst (Canadian utility bill and US medical accounts)

- Responsible for processing billing transactions in a time sensitive manner.
- Providing back-end specialized solutions and analysis.
- Reviews and resolves transactions for accuracy, completeness and adherence.
- Maintain accounts and profile billing of the customers and create suggestions for them if necessary.
- Check and analyze transactions to ensure consistency and client satisfaction, as well as ensure that quality standards are met.
- Handles investigation through outbound calls for locating responsible parties and erroneous enrollment that were created.
- Submits monthly report of quality assurance and errors omitted to filter what needs to be done and avoided.

Aegis People Support Philippines, Inc. | Cebu City

March 2008 - July 2009

Customer Executive Associate / Retail Banker

Opening, managing, and closing checking/savings accounts and servicing customer inquiries.
Advise customers on financial services (e.g. lines of credit and mortgages).
Handling routine banking transactions, such as deposits, withdrawals, and money orders.
Collaborate with other professionals to ensure high-quality customer service.
Perform various clerical tasks (e.g. filing).
Handle customer complaints and solve problems.

(1&1 Internet) IONOS Philippines, Inc. | Cebu City

October 2007 - February 2008

Web Hosting Technical Support

Providing support for web hosting services, including domain management, DNS, FTP, and WordPress.
Ensuring customer satisfaction through proactive support and interaction. Documenting customer interactions, troubleshooting steps, and cancellation reasons.

Qualfon Philippines, Inc. | Cebu City

June 2006 - September 2007

Tier 2 Technical Support Representative

Acts as the primary escalation point for Tier 1 support. This involves coordinating closely with supervisors and other departments to resolve complex customer issues within prescribed timelines.
Provides support for specialized client applications and technical configurations that require deeper system knowledge than entry-level triage.
Handles supervisory interaction that frequently handles calls from irate customers or those requesting a supervisor, requiring advanced conflict resolution skills.
Create detailed procedural documentation and accurate records of technical transactions in the client database.

CHARACTER REFERENCE (Will be shared if needed.)