

# AESON LOUIS URSAL

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I'm a professional with over 14 years of experience specializing in Reporting and Data Visualization. I specialize in turning raw intraday and long-term performance data into clear, impactful dashboards using advanced Excel and Power BI. I've got a strong track record of using AI tools like Copilot and ChatGPT, along with low-code automation, to simplify reporting and deliver insights that actually help drive business decisions.

## PROFESSIONAL EXPERIENCE

### Supervisor, Workforce Management – Forecasting, Planning, Scheduling and Real-Time Management

Concentrix, Bacolod City

2018-Present

- Served as primary point of contact for clients for staffing needs.
- Worked with the client to review and implement new schedules for the staff.
- Played a vital role in ensuring program's resources are effectively managed to meet current and future demands.
- Lead groups of Real-Time Analysts in supporting 2 different programs monitoring intraday staffing levels, managing queue performance, and taking immediate action during volume spikes or absenteeism.
- Work closely with the management teams to ensure all target deliverables are reached at the end of fiscal month.
- Work closely with the management teams for long-term planning, hiring plans, aligning staffing and business objectives.
- Developed and maintained reports using Microsoft Excel, SharePoint and PowerBI in combination with AI (Copilot and ChatPGT) to help track KPI's of the programs most notably after transitioning to a different phone system.

### Interim Operations Manager

Concentrix, Bacolod City

2022-2024

- Oversaw daily business activities leading teams including subject matter experts.
- Fostered a culture of efficiency and data-driven mindset that helped me win Operations Manager of the month multiple times.
- Helped several subject matter experts apply for promotions within the company.

### WFM Real-Time Analyst

Concentrix, Bacolod City

2012-2018

- Monitoring intraday staffing levels, managing queue performance, and taking immediate action during volume spikes or absenteeism.
- Developed and maintained reports using Microsoft Excel to keep track of KPI's to help management in key decisions.

### Technical Support Representative

Concentrix, Bacolod City

2011-2012

- Assisted inbound callers for queries regarding technical support as well as product knowledge.
- Served as Subject Matter Expert and assisted customer service representatives for queries regarding technical support as well as product knowledge.
- Acted as assistant to the team leader in running and coaching the team efficiently.

### Senior Sales Engineer

Nassaq Enterprise, Al-Khobar, Saudi Arabia

2009-2010

- Headed the laboratory chemicals and equipment sales division.
- Provided demos and testing for new equipment.

**Project and Systems Sales Engineer**  
Yokogawa Philippines Inc., Bacolod City  
2008-2009

- Designed and marketed several designs involving Distributed Control Systems (DCS) as well as Process Logic Controllers (PLC) to manufacturing companies in the sugar industry as well as power generating companies.
- Covered the whole Western Visayas area which includes the Island of Negros and parts of Iloilo.

**Laboratory Technician**  
Distileria Bago Inc., Bago City  
2007-2008

- Contractual employee for the Quality Assurance Department.
- Analysis of raw materials as well as final product.
- Production line monitoring.
- Facilitate alcohol loading.
- Prepare and standardize reagents and calibration and preventive maintenance of different laboratory equipment.

**Cadet Engineer, Laboratory Technician**  
Hawaiian-Philippine Company, Silay City  
2006-2007

- Assigned in the laboratory section of the factory division
- Raw materials analysis
- Production line monitoring.
- Calibration of equipment.

## EDUCATION

**UNIVERSITY OF ST. LA SALLE, Bacolod City**  
*Class of 2005*

**Bachelor of Science in Chemical Engineering** (Philippine Board Exam Passer)

## ADDITIONAL SKILLS

- Advanced Excel/Data Analysis (Formulas, Pivot Tables)
- Big data
- Data clean-up
- Visualization (PowerBI, Tableau)
- Low Code No Code Automation (Power Automate)
- AI tool integration
- NICE/IEX
- Bookkeeping
- Capacity Planning
- Schedule Management