



11261975 | **GLENN PAUL LIMACO**
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Operations & Workforce Analytics Professional

Chat and voice customer service including technical support performance catapulted to a Data-driven Workforce Management and Reporting Analyst with 10+ years of BPO experience specializing in real-time monitoring, reporting automation, dashboard development, SQL data management, and operational support. Skilled in NICE IEX, Verint, Excel automation, ETL workflows, and KPI performance analysis across healthcare, finance, telecommunications, and customer service industries. Proven track record of improving SLA compliance, reducing reporting time, and optimizing workforce operations through data-driven insights with process improvement that impacts company financial data.

Workspace & Applications

AI & Productivity Tools

- ▶ ChatGPT
- ▶ Copilot
- ▶ Gemini

Digital Workspace

- ▶ Microsoft 365
- ▶ Google Workspace
- ▶ Adobe Creative Cloud
- ▶ Amazon Web Service

Workforce Management

- ▶ NICE IEX
- ▶ Verint
- ▶ Aspect
- ▶ Salesforce

Technical Skills

- ▶ SQL & Excel Automation
- ▶ Dashboard Development
- ▶ Data Management & Warehousing
- ▶ Real-Time Monitoring
- ▶ CRM & ETL Processes

Professional Experience

Transcom

Retention Service Analyst | 2026

- Generated positive NPS and customer retention through customer engagement.
- Resolved billing and service issues contributing to 18% performance improvement.
- Improved queue efficiency through high handled-call performance.

TTEC – Faneuil Inc.

Support Analyst - DoorDash | 2024 – 2025

- Monitored real-time adherence to optimize agent performance.
- Reduced reporting time by 30% through workflow automation.
- Coordinated outage reporting and resolution updates with clients and vendors.
- Managed ETL updates and real-time data integration from Salesforce, AWS, and IEX platforms.

Real-Time Analyst – LA Care / Humana | 2022 - 2023

- Delivered real-time queue monitoring and adherence tracking.
- Improved call handling time by 12% through schedule optimization.
- Managed end-of-day schedule adjustments and overtime alignment.

Advisor II - United Health Care | June 2021 – April 2022

- Assisted and resolved concern on billing, coverage, benefits and grievance.
- Validate patients' prescription medicine including pharmacy information.
- Provide time and date on available ride, clinic and hospital for the patient to be scheduled.
- Mail latest coverage information and documents including list of pharmacy and doctors.

Ubiquity

Dispute Intake Analyst - GreenDot Credit Card | 2021 February to May

- Raised issue to secure customers personal information.
- Detailed validation of dispute from incorrect items and amount.
- Replacement, renewal and update of customers current information.

ARB Call Facility

Application Data Agent - West Side Lending | 2020 September to February

- Validated customer banking and financial data to support loan approval workflows.
- Customer and bank to verify latest financial transactions via conference call.
- Secured authorization of customers data prior to loan approval.

Greenoz Pizzeria & Restaurant

Business Analyst / Franchise Consultant | 2018 – 2019

- Designed company and operational workflow and processes.
- Created franchise expansion remote application reducing onboarding time by 25%.
- Unified and centralized brand identity and trademark.

Convergys / Concentrix

Service Analyst I | 2012 – 2014

- Chat and Voice technical and customer service support.
- Client analyst for billing, sales and product inquiry.

Junior Reports Analyst I | 2014 – 2020

- Built automated reports in Excel with SQL, saving 15+ hours weekly.
- Provided WFM support for multiple campaigns for insight and analytics.
- Data source real-time update on spreadsheets with daily, weekly and monthly result.
- Monitor KPI report and presentation forwarded to site lead, operation and management team.

GPL Desktop Publishing – 3G Systems and Solutions

Business Owner 2003 – 2011

- Digital Graphic Design for Store Banner, Large Format Printing.
- Editing image incorporating video with audio for multimedia presentation.
- Hardware and software services, repair and upgrade of computers and gadgets.
- LAN and WIFI Network.

Highlights & Achievements

- Data entry and presentation across workspace, platforms, applications and workforce management.
- File management and data warehousing integrating automation, reducing reporting time by up to 70%.
- Real-time monitoring of service level, capacity and agent performance call out and report.
- Cross-industry expertise across healthcare, finance, customer service, and F&B consulting.

Educational Attainment

BS Computer Engineering - UG

- AMA Computer College – Cebu City – 1998 -1999

Associate in Computer Systems Design & Programming

- AMA Education System – Bacolod City – 1996 -1998

BS Accounting Information Systems - UG

- Colegio de San Agustin – Bacolod City – 1995 -1996