

KLEEN PAUL C. RUDINAS

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PROFESSIONAL SUMMARY

Detail-oriented Executive Assistant and Workforce Management Specialist with 5+ years of experience supporting business operations, schedule coordination, stakeholder communication, and reporting across high-volume BPO environments. Skilled in calendar management, workflow optimization, executive reporting, and handling time-sensitive operational priorities for 600+ headcount. Proficient in Excel, Google Sheets, Outlook, Slack, Zoom, ChatGPT, Avaya, and Genesys. Proven ability to maintain 85%+ SLA targets, improve operational efficiency by 90%, and provide proactive support that keeps teams aligned and leaders informed. Available for US, UK, and AU time zones.

KEY SKILLS

Executive Support | Calendar & Schedule Management | Email & Inbox Management | Executive Reporting | Spreadsheet Management (Excel / Google Sheets) | Task Prioritization | Stakeholder Coordination | SOP Documentation | Workflow Optimization | Problem Solving | Client Communication | Operations Support

RELEVANT EXPERIENCE

Workforce Management - Scheduler

TDCX Malaysia | October 2024 - April 2026

- Managed workforce scheduling and staffing allocation for 600+ headcount, ensuring weekly coverage aligned with client requirements and operational goals
- Optimized schedules across multiple teams, maintaining 85%+ SLA adherence and improving staffing efficiency by 90%
- Delivered 8+ operational reports weekly for leadership review, supporting faster decision-making and proactive issue resolution
- Coordinated closely with 3+ stakeholders and team leaders to address real-time operational changes, minimize escalations, and maintain service continuity
- Maintained compliance with client workflows and internal SOPs, ensuring accurate execution across daily operations

Workforce Management - Real Time Analyst

Cognizant Philippines | October 2023 - October 2024

- Monitored real-time operations and staffing performance to ensure service levels were consistently achieved across multiple support teams
- Managed outage response, schedule adjustments, and workforce redistribution to prevent SLA risks and operational disruptions
- Prepared executive summaries and daily performance updates, improving visibility for leadership and reducing follow-up escalations
- Tracked performance metrics and provided recommendations that improved operational stability and team alignment

Workforce Management - Real Time Analyst

Concentrix Philippines | December 2021 - October 2023

- Oversaw real-time queue management, staffing adjustments, and escalation handling for high-volume customer support operations
- Coordinated workforce distribution and schedule modifications to maintain service performance and reduce operational downtime
- Supported leadership teams with performance reports, staffing analysis, and daily workflow recommendations
- Improved communication between operations and workforce teams, ensuring faster issue resolution and smoother daily execution

Customer Service Representative - Anthem BCBS

Concentrix Philippines | September 2020 - December 2021

- Resolved customer inquiries across voice and chat channels, ensuring timely and accurate support for billing, claims, and account concerns
- Managed high-volume client interactions while maintaining service quality and positive customer experience
- Handled billing disputes, account adjustments, and escalations with strong attention to detail and problem-solving accuracy
- Maintained professional communication standards that contributed to customer satisfaction and service consistency

EDUCATION

Bachelor of Secondary Education Major in English

University of Cebu Pardo - Talisay (Formerly St Paul College Foundation Inc) | Philippines

June 2016 - April 2020

Relevant coursework strengthened communication, writing, research, documentation, and presentation skills. Training in educational technology and classroom management improved proficiency in digital tools, structured workflows, and professional communication.

TECH PROFICIENCY

- **AI Tools:** ChatGPT, Gemini, Copilot
- **Productivity & Admin:** Google Sheets, Microsoft Excel, Outlook, Gmail, Genesys Cloud, Avaya, IEX, NICE Webstation
- **Communication:** Slack, Zoom, Google Meet
- **Design & Documentation:** Canva
- **Operations & Reporting:** Workforce Scheduling, Real-Time Monitoring, Performance Reporting, SOP Documentation

REMOTE WORK READINESS

- **Internet:** PLDT Fiber 50 Mbps | Backup: TNT/Smart mobile data hotspot
- **Power Backup:** Nearby coworking space as contingency
- **Equipment:** Processor AMD Ryzen 5 7520U with Radeon Graphics, 2801 Mhz, 4 Core(s), 8 Logical Processor(s) | Installed Physical Memory (RAM) 16.0 GB | Noise-cancelling headset
- **Availability:** Flexible schedule | Available for US/UK/AU/Any time zones | Open to graveyard shift