**Gerard Radam Baring**

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**Muntinlupa City 1772**

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**CAREER OBJECTIVE**

Dedicated, organized Project Manager, seeking for a position that will allow me to utilize my acquired skills as a key factor in the strategic growth of the line of business and the company.

**EXPERIENCE**

May, 2024 – Present

**ConnectOS**

*Project Manager (CodeBlue)*

* Governs the initiation, planning, execution, monitoring and closure of projects to onboard new customers and implement new services for existing customers.
* Develop project plans, timelines, and milestones to ensure projects are delivered on time and within the budget.
* Manage and lead project teams and provide guidance, direction, support and address any team conflicts or performance issues in a timely and constructive manner.
* Facilitate project team meetings, e.g., project kick-off meetings, regular weekly cadence or checkpoints, sync-up meetings, UAT working sessions, Go/No-Go and Post Project Reviews.
* Organize project documentation including minutes of the meetings, roadmaps, gantt chart, issue and risk log, as well as the lessons learned.
* Create communication plans for project updates, milestones, and risks to stakeholders regularly.
* Identify potential risks and challenges associated with the projects to mitigate as well as monitor throughout the project lifecycle.
* Participate in internal functional initiatives to improve processes and establish standard operation procedures.
* Develop project related documents to improve customer experience and share best practices with the team.

September, 2021 – June, 2024

**Five9 Philippines, Inc.**

*Project Coordinator II*

* Acts as a Project Manager that handles internal and external projects related to onboarding, software development and integration following Software Development Lifecycle (SDLC), resolving operational problems and process improvements.
* Implements predictive or traditional, incremental, and iterative delivery approaches on projects aligned with methodologies Waterfall, Scrum and Agile.
* Create initial draft of project plans and schedule project planning meeting to stage drafted milestones, tasks, determine additional or required legworks, and discuss resource allocation to assemble project team.
* Prepare project documentation such as Roadmaps, Charters, and Change Request Forms ensuring all information is accurate all throughout the project.
* Oversee projects track progress completion, maintain timelines, standard operating procedure, documentation and provides high level overview reports.
* Attend daily sync-up with the project management team to discuss and assist in planning daily work and determine obstacles.
* Facilitate project meetings from Daily Standup/Scrum, Discovery/Briefing, Project/Sprint Planning, Kickoff, Checkpoint or Sprint Reviews, Sync-Up, Go/No-Go and Lessons Learned or Retrospective and distribute minutes for documentation to all stakeholders and project team members.
* Chair non-project related meetings to communicate relevant information for process improvement and documentation.
* Facilitate working sessions for requirements gathering, development, UAT, comprehensive training sessions, demos, and materials along with managing the training project plan up to service to support transition.
* Maintain project documentation in centralized repositories and appropriately communicate and distributes to relevant audiences.
* Manage project management team documentations such as Runbook/Playbook, Workflow, Project Templates, and publications of process improvement.

February, 2021 – July, 2021

**UNICONS Business Services, Inc.**

*Project Coordinator (Airespring, Inc.)*

* Works as a Project Coordinator for a telecommunications company that specializes in cloud communication and managed connectivity services.
* Utilizes Waterfall and Agile methodologies to internal and external projects.
* Handles VoIP, T1 services (Digital PRI, DIA and Broadband) and Local SIP Trunking.
* Facilitate kick-off meetings to discuss project requirements, process and individual responsibilities.
* Schedule technical calls and dispatches to ensure the smooth delivery of the service.
* Monitor the timely completion of the projects and issue identification/resolution.
* Conduct daily tracking of projects from resource management, shipments of the equipment, and workflow supervision of multiple projects.
* Provide stakeholders with a clear understanding of the project status throughout the entire process, from on-going, pending, and completed tasks.
* Create and execute project work plans and perform revisions to meet changing needs requirements.
* Outline progress of projects, prepares interim and project completion reports.
* Facilitate efficient and effective internal team and external meetings to communicate project updates.

October, 2015 – March, 2021

**Sutherland Global Services**

 *Project Coordinator (Broadview Networks/Windstream Enterprise)*

* Works as a Project Coordinator specializing the field of telecomunications.
* Exercise Waterfall methodology for regular customer with projects containing clear scope.
* Apply and practice Agile Scrum approaches for wholesale clients with large scale businesses.
* Handle projects with minimal to zero supervision of a Team Leader.
* Specialized in handling VoIP, T1 (PRI, DIA, and DVL), and POTS line services.
* Designated to POTS Pooled Team, handles all POTS related projects from Move/New Line across all channels of Direct Agents and Enterprise Accounts.
* Handle CDI, one of top 10 accounts serviced by Windstream with a direct communication to clients to ensure the delivery of services are met.
* Provide weekly reports that contains the data of all the orders being handled.
* Conduct weekly conference call with the CDI clients and onshore management team to discuss process updates of the orders including escalations.
* Transitioned to wholesale team to lead the group that handles the entire wholesale accounts of Windstream.
* Leads the wholesale team, handling the escalations by utilizing internal systems to request escalated support from internal teams on various tasks including dispatches and activation of data and voice services.
* Works with Windstream onshore Management Team to resolve any procedural questions/concerns for all in-scope projects and take proactive approach to any process gaps.
* Works with internal teams throughout the Service Delivery process to ensure key task intervals are met.
* Initiate obligations for tracking of any customer requested expedites/escalations and continue to be the point of escalation externally (customer-centric) and internally (Windstream-centric).
* Ensure that all Projects are completed within the allowable SLA.
* Ensure that all process updates from the client are cascaded properly to the team.

April, 2014 – June, 2015

**Sutherland Global Services**

*Level 2 Technical Support Representative / Tier 2 (Intuit Quickbooks)*

*April, 2014 – September, 2014*

* Handles escalated tickets from Level 1 Support Team and providing resolutions to complex technical issues.
* Perform advanced troubleshooting steps to customer’s computer and software application by remotely accessing the desktop.
* Extracts data to manage and categorize the cases from resolvable, and unresolvable issues.
* Conducts research to be able to provide resolutions to complex software issues.
* Provides refresher and floor support to teams during Team Lead and SME’s absence.
* Ensures all agents are calibrated and knowledgeable regarding new issues by providing updates to each team.
* Collates data to be able to provide daily, weekly and monthly reports to clients.

*Technical Support Representative / Tier 1 (Intuit Quickbooks)*

*September, 2014 – June, 2015*

* Handles high volume of incoming calls and provides resolutions to customers technical issues.
* Performs basic troubleshooting to customers computer, limited to software related issues and Micosoft .Net Framework.
* Initiates an escalation to Level 2 / Tier 2 Support team to perform advanced troubleshooting step.
* Assists customers in software installation and setting up their company profile.

January, 2014 – April, 2014

 **Expert Global Solutions**

 *Customer Service Representative (Sirius XM)*

* Manages high volume of incoming calls and generate sales leads.
* Identify and assess customers’ needs to achieve satisfaction.
* Builds sustainable relationships and trust with customer accounts through open and interactive communication.
* Provides accurate, valid and complete information by using the right methods/tools.
* Handles customer complaints, provide appropriate solutions and alternatives within the time limits.
* Follows communication procedures, guidelines and policies.

July, 2010 – January, 2011

**NCO (RMH Teleservices Asia Pacific, Inc.)**

*Outbound Sales Representative (AEGON)*

* Conducts outbound customer calls to promote and sell a product or service.
* Create, maintain and update database of customers with complete information and emails.
* Monitor competitors’ products or services and create selling strategies for own products or services.

**CERTIFICATIONS**

April, 2024

**Scrum Master Accredited Certification,** *Scrum-Institute*

April, 2024

**Lean Six Sigma Yellow Belt,** *Process Doctors Academy*

April, 2022

**ITIL 4 Foundation,** *ActiveLearning, Inc.*

**EDUCATION**

2011 – 2014 **Tertiary**

**Pamantasan ng Lungsod ng Muntinlupa**

*Bachelor of Arts in Mass Communication*

NBP Reservation, Poblacion, Muntinlupa City 1772

2006 – 2007 **Secondary**

**Pedro E. Diaz High School**

U.P. Side Subdivision, Alabang, Muntinlupa City 1772

2001 – 2002 **Elementary**

**Muntinlupa Elementary School**

 Poblacion, Muntinlupa City 1772