



JEFFERSON S. PARALEJAS

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OBJECTIVE

To enhance my working COMPANY capacities, professional skills, Efficiency and to serve my organization in the best possible way with sheer determination and commitment plans, proposals, and strategic reports

EXPERIENCE

CERTIFICATIONS:

- ISO 9001 Quality Management System Audit Certified
- ISO 31000 Risk Management Certified
- Lean Six Sigma Yellow Belt Certified
- 7 Basic Quality Tools Certified

CONTINUOUS IMPROVEMENT, RISK MANAGEMENT AND BUSINESS CONTINUITY TEAM LEAD • TRANSCOSMOS ASIA PHILIPPINES • MAY 2024 • AUGUST

Identifying Improvement Opportunities:

Analyzing current processes, identifying inefficiencies, and pinpointing areas where improvements can be made.

Developing and Implementing Solutions:

Designing and implementing strategies and solutions to address identified issues, often utilizing methodologies like Lean and Six Sigma.

Leading and Facilitating Teams:

Working with cross-functional teams to develop and implement process improvements, providing training and coaching on relevant tools and techniques.

Monitoring and Evaluating:

Tracking key performance indicators (KPIs), monitoring the progress of improvement initiatives, and evaluating their effectiveness.

Fostering a Culture of Improvement:

Promoting a culture of continuous improvement throughout the organization, encouraging employee involvement and participation in improvement efforts.

Documentation and Reporting:

Documenting changes, creating reports on progress, and communicating findings to relevant stakeholders.

Monitoring:
GWS (Google Work Space)
Project`s Dashboard
KPI and Progression or Projects

Tracking:
Team`s Initiatives
Contact List
Enrollment of employee`s to Company TalentLMS
Risk Management audit results
Business Continuity Plans Audit Result
Business Continuity Documents.

**JUNIOR SYSTEM ENGINEER • BUSINESS ANALYST •INDRA INC. • MAY 2022
• JULY 2023**

Creating Jira ticket managing routine task projects.
Conducting in-depth analysis of different data sets.
Assist in the preparation of business documents, such as business Organize
and maintain research files, records, and documents in electronic and
physical formats.
End to end supports to the clients.

Supporting client`s call inquiry or raised issue within the CMS application
(Mpower) Meralco and also with the Makati med clients.
MMSAM – Mpower – Meralco Project
MMCAMS – Makati Medical Center

Product Owner – Global Official Receipt Enhancement
Enhancement focusing on code change and design for the Official
Receipt of the Client with following on (BIR) Bureau of Internal
Revenue`s Regulations

Co- Product Owner – Online Collection Batch
New Feature of the System application in where creating a batch run on the
system for the 1 time online collection payment transaction for all customer
of the said project. The old process is where in the cashier or payments
team are process the transaction is per customer, on the Online Collection
Batch it`s a process that cater all customers to do 1 time transactions with
align to the database with alignment to the ERP report for the finance team.

**TECHNICAL STAFF • FRONT END SUPPORT • RIZAL COMMERCIAL
BANKING CORPORATION • OCTOBER 2020 • MAY 2022**

Bank Operations Branch Fulfilment Dept.
Supporting Branches in financial Systems Ticketing
Support via iReport System
Activation and Deactivation of Credit Cards
Sending Email to customers regards of balances
Basic Teller Functions

Conducting in-depth analysis of different data sets for the possible code change for system using of personnel in the branch Managing the enrolling new client for credit cards
Preparation of reports like SLA, C&R reports, IR report Ticketing system for issues to pass through developers for assessment and providing resolutions

SKILLS

- Google Work Space – 1 year
- TalentLMS – 1 year

- Risk Management Audit – 2 years
- Business Continuity Audit – 2 years
- Ticketing Tools:
- Jira -1yr and 6mons Remedy – 2 years
- Service Now 3mons
- Sql – 1yr and 6mons basic query data extraction

- Microsoft 365 – 2 years

- Tableau – 3mons
- PowerBI – 3mons

EDUCATION

BS INFORMATION TECHNOLOGY • APRIL 2020 • PAMANTASAN NG
LUNGSOD NG MARIKINA

LEADERSHIP EXPERIENCE

Ability to be flexible, build trust, empathize, communicate, give and receive feedback, actively listen, be patient, solve problems, delegate, resolve conflict tactfully, manage time wisely, maintain consistency, adapt, and motivate employees to do their best.



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