Rosemarie Batiancila Monte

Get in touch!

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Educational Background

Elementary:
Sto. Niño Elementary School (2004-2010)
High School:
Sto. Niño National High School (2010-2014)
College:
Bestlink College of the Philippines
Degree: Bachelor of Science in Information Technology

Organizational Skills

- Expertise in email communication, documentation and report generation
- Excellence in Audit and Compliance Management

Soft Skills

- Communication: Capable in both verbal and written communication
- Teamwork: Collaborative and able to work effectively in a team
- Problem-solving: Strong analytical and problem-solving abilities
- Punctuality: Consistently arriving on time and being reliable in terms of attendance.
- Time Management: Efficient at prioritizing tasks and meeting deadlines
- Multitasking: Proficient in managing multiple tasks simultaneously
- Adaptability: Quick to embrace and adjust to change
- Flexibility: Easily adapts to changing circumstances and tasks

Languages/Dialect Spoken

Filipino, English and Bicol

Objective

To acquire a role that enables me to hone my skills and progress in my professional journey.

Internship/Training

Department of Agrarian Reform | June 2017 - October 2017
- Gained hands-on experience in the field of IT

Work Experience

Technical Support Representative

ALORICA TELESERVICES INC. | July 2018 - June 2022
- Recognized as one of the top performers within the Technical Support team—Centris site, and consistently delivered exceptional technical and billing support to US-based customers while meeting and exceeding performance metrics.

Customer Experience Lead (Auditor)

ALORICA TELESERVICES INC. | June 2022 - July 2024
- Utilized PowerBI to analyze and download data, identifying outlier representatives through pivot tables.
- Audited calls involving outliers to ensure compliance with company policies for Technical and Billing teams.
- Sent Incident Reports to coaches of representatives with violations, prompting them to address the cases and create Show Cause Memos (SCMs) based on the severity.
- Generated visual reports in Excel to present audit results.
- Emailed detailed reports to Operations, updating them on the status of violations and whether Incident Reports were closed.

Technical Skills

- Microsoft Applications: (Advanced level Excel skills including VLOOKUP and Pivot Tables, PowerPoint, Word, OneNote, Teams, PowerBI, Sharepoint etc.)
- Knowledge of various programming languages and frameworks
- Troubleshooting: (Problem-solving skills/Software and basic hardware diagnostics)
- Technical Support: (Customer service for technical issues)
- Data Entry: (Accurate and efficient data input)
- Operating Systems: (Windows and MacOS)
- Communication Tools: (Email platforms and instant messaging applications)

Certifications

- Google Data Analytics Professional Certificate
  Provider: Coursera | Date: September 2024
- Data Analytics Using Excel
  Provider: Great Learning Academy | Date: August 2024
- Basics of Compliance Management
  Provider: Alison Empower Yourself | Date: August 2024
- ISO 19011 Lead Auditor
  Provider: Alison Empower Yourself | Date: August 2024
- Cloud Computing Architecture
  Provider: Great Learning Academy | Date: August 2024
- SQL for Data Science
  Provider: Great Learning Academy | Date: August 2024
- Learning Data Analytics: Foundations
  Provider: LinkedIn Learning | Date: August 2024
- Analytics with SQL and Python
  Provider: Great Learning Academy | Date: August 2024

I hereby confirm that all the details furnished above are authentic and accurate to the best of my belief.