

John Karl B. Bondaug

Phase 2 Block 5 Lot 15 Malikhain St. Doña Rufina Subd. Bagakay Ozamis City Misamis Occidental 7200
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WORK EXPERIENCE

DATA ANALYST (REMOTE)

Alpine Corporation
Wholesale Garden Decor

November 2021 – Present

Primary Function: Collects and analyzes data across Alpine business to make informed decisions or assist other team members and leadership in making sound decisions. Interpreting data, analyzing results using statistical techniques. Developing and implementing data analysis, data collection systems and other strategies that optimize statistical efficiency and quality. Acquiring data from primary or secondary data sources and maintaining databases.

WFM SCHEDULING SUPERVISOR, WORKFORCE WORKFORCE MANAGEMENT

Teleperformance

October 2020 – October 2021

Primary Function: Handling a team of schedulers who generate, maintain, and track volume forecast, capacity & schedules.

BARC SENIOR ANALYST, WORKFORCE WORKFORCE MANAGEMENT

Teleperformance

November 2019 – September 2020

Primary Function: Generate, maintain, and track volume forecast, capacity, Audit staffing files, create executive reports, and closely monitoring all TPPH projects to maintain quality of their staffing and projections.

SCHEDULING ANALYST, WORKFORCE WORKFORCE MANAGEMENT

Teleperformance


September 2016 – October 2019

Primary Function: Generate, maintain, and track volume forecast, capacity, & schedules.

**MISSION CONTROL ANALYST
WORKFORCE MANAGEMENT**

Teleperformance


February 2016 – August 2016

 **Primary Function:** Primary responsible in closely monitoring the line adherence and staffing done by the Forecasting and Scheduling Team.

**EXECUTIVE OPERATIONS
HEALTHCARE ACCOUNT (AGENT)
(BLUE SHIELD OF CALIFORNIA)**

Teleperformance

NOVEMBER 2012 – JANUARY 2016

 **Primary Responsibilities:** Provides comprehensive and quality customer care at all times by giving appropriate and accurate responses to all BSC members queries.

PERSONAL INFORMATION

Date OF Birth	February 2, 1987
Gender	Male
Marital Status	Married
Nationality	Filipino
Religion	Roman Catholic

EDUCATIONAL BACKGROUND

MISAMIS UNIVERSITY
COURSE: BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
2004 – 2011

SAINT PAUL SCHOOL – BUUG, ZAMBOANGA SIBUGAY
2000 – 2004

STRENGTHS

- ✚ Good English communication and written skills
- ✚ Keen to details and a Team Player
- ✚ FAST Learner and detail oriented
- ✚ Diligent, Responsible, Ingenious, and can work with less supervision
- ✚ With Know-how on Computer and Internet
- ✚ Fluent in English (Speaking and Writing)
- ✚ Adoptable to changes
- ✚ Good analytical skills
- ✚ Data Management Expertise
- ✚ Scheduling and Forecasting Expertise
- ✚ Basic computer troubleshooting Expertise

SKILLS AND INTEREST

- ✚ MS Office Applications literate.
- ✚ With Visual Basic and Web based programming background
- ✚ Knowledgeable with Power Query
- ✚ Nice IEX
- ✚ Aspect Tools (eWFM and eRTA)
- ✚ AVAYA CMS
- ✚ OMS System

SEMINARS AND TRAININGS

- ✚ (BPO Training) EXCEL EXPO
- ✚ (BPO Training) SEC 101
- ✚ (BPO Training) TPS 101
- ✚ (BPO Training) WAT
- ✚ (BPO Training) Nice IEX

CHARACTER REFERENCES

JANICE LAYSON

Manager, Workforce
Teleperformance Philippines, Cebu

+63 999 420 6509

CYRAN REGALADO

Manager, Data Department
Alpine Corporation

+63 991 208 0232