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JOHANN RABAGO



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# JOHANN KARL S.A. RABAGO



## Experience

1998 - 2020

### SMART COMMUNICATIONS, INC.

6799 AYALA AVE., BRGY. BEL-AIR, MAKATI CITY, PHILIPPINES 1226

#### INTEGRATED REVENUE MANAGEMENT

##### Revenue Assurance Junior Manager

July 2016 – September 2020 | 4 years 2 months

Service Provisioning System: Voice, SMS & Data Services

- Manages Account provisioning in billing and network systems
- Manages Account Reconciliation activities between billing and network systems
- Conduct risk and impact assessments on provisioning related cases
- Provides immediate and long-term resolutions on provisioning related cases

##### Revenue Assurance Supervisor

September 2014 - July 2016 | 1 years 11 months

Exception Handling Processes:

- Handles Account provisioning in billing and network systems
- Handles Call Data Records (CDR) Rejects and Filtering process

##### Remediation and Investigation Supervisor

- **VAS Compliance Officer**

January 2013 - September 2014 | 1 year 9 months

- **Broadband Compliance Officer**

October 2010 - January 2013 | 2 years 4 months

##### Remediation and Investigation Officer

- **Broadband Compliance Officer**

October 2005 - October 2010 | 5 years 1 month

- **Revenue Assurance Analyst**

June 1999 - October 2005 | 6 years 5 months

#### CREDIT AND COLLECTION DEPARTMENT

##### Credit and Collection Officer

October 1998 - June 1999 | 9 months



## Education

### Colegio De San Lorenzo (CDSL)

Bachelor of Science in Business Administration  
Major in Business Management  
1993-1997

### Pamantasan ng Lungsod ng Maynila

Bachelor of Science in Computer Science  
1992-1993