

R E S U M E



WILLIAM TALAN

E D U C A T I O N A L A T T A I N M E N T

Bachelor of Science
Major in Mechanical Engineering
Graduated on 1986
MAPUA INSTITUTE OF TECHNOLOGY, Manila, Philippines

SPECIAL SKILLS:
Computer Dbase Programming
Graduated on 1988
SYSTEMS TECHNOLOGY INSTITUTE, Quezon City, Philippines

C A R E E R O U T L I N E

March 16, 2019 – up to present

WORK FORCE MANAGEMENT SPECIALIST

Teletech Management Company
2nd Floor, Big-R Robinson Mall, Cainta Rizal, Philippines
1900

From January 20, 2020 up to present

Management of operations of all Teletech Sites Globally
in terms of Contingency.

Realtime surveillance and assistance to GSD and ASD
Information Technology technicians in terms of outages
in operations.

Reports of Weathers, Outages and Contingencies to top
leaders of Teletech.

Management, records and reports of daily absenteeism,
tardiness, system errors and others pertaining to all
Teletech employees globally.

From March 16, 2019 to January 20, 2020

Management of operations to Atelka – Fido
Telecommunication Company, Canada
Postpaid, Prepaid and Esolution (Chat).

Realtime surveillance of the operation using work force
(eWFM) programs
Hourly reports about the progress of the operations.
Recommendations for VTO and/or Make up hours to
Senior Operations Managers and Team Leaders
Communications thru chat, emails and outbound calls to
operations.
Revise or recommend schedule changes for the agents
thru tickets helping the team leaders and managers of
the operations
Act as a mediator in outages and contingencies
occurring in the operations.

October 25, 2017 – March 16, 2019

CUSTOMER SERVICE REPRESENTATIVE

Teletech Management Company
2nd& 3rd Floor, Big-R Robinson Mall, Cainta Rizal,
Philippines 1900
& Robinson Pioneer, Mandaluyong.

HSHC – Healthcare insurance for Blue Cross Blue
Shield, U.S.A.
Finance and collection department
Inbound calls

DOORDASH – Service Delivery Apps for Consumer,
Dasher and Merchant. U.S.A. and Canada
Chat, email, inbound call and outbound call.

CUSTOMER SERVICE REPRESENTATIVE/

August 16, 2015 – October 1, 2017

TECHNICAL SUPPORT REPRESENTATIVE

Convergys
MDC Bldg. Libis, Quezon City,
Philippines 1100

Customer Service Representative for AT&T
Postpaid and prepaid Telecommunication
Wireless Network Program (WLNP)
Inbound and Outbound call activation of wireless mobile
phone and porting. U.S.A.

Customer Service Representation for American Express
Global Travel Card for Brazil

Technical Support Representative for Microsoft
Installation of Microsoft Office 2016 packages remotely
while chatting with the customer. International Countries

August 1, 2013 – April 30, 2015

QUALITY CONTROL AND QUALITY ASSURANCE
MANAGER

Arabian Point Eight Power Co. Lmted.
Dammam Second Industrial Area
P.O. Box 31687,
Alkhobar, K.S.A. 31952

Main contractor of SAUDI-ARAMCO in terms Switch Gears.
Motor Control Centers, Switch Racks and other Electrical
Protection equipments.

Coordination with SAUDI-ARAMCO's and other suppliers'
respective department pertaining to all Quality aspects.

Coordination with Quality Aspect concerning the design for
fabrication of ANSI & IEC switchgears, Motor Control Center,
panel boards and other utilities.

Internal Audit of all company's department with respect to
ISO:9001 twice a year.

Survey of sites pertaining to all quality concern.

August 1, 2007 – August 1, 2013

MECHANICAL DESIGN ENGINEERING
SUPERVISOR/ PROJECT MANAGER
Arabian Point Eight Power Co. Lmtd.
Dammam Second Industrial Area
P.O. Box 31687,
Alkhobar, K.S.A. 31952

Main contractor of SAUDI-ARAMCO in terms Switch Gears.
Motor Control Centers, Switch Racks and other Electrical
Protection equipments.

Designing/CADD drawing of Panel Boards and other
equipments included using Autocadd 2007 and Microstation/J,
CNC and Microstation V8.1.

Coordination with SAUDI-ARAMCO's and other suppliers'
respective department pertaining to all engineering aspects.

Coordination with Electrical Aspect concerning the design for
fabrication of ANSI & IEC switchgears, Motor Control Center,
panel boards and other utilities.

Scheduling of engineering survey with respect to all
department concern.

Survey of sites pertaining to all engineering concern.

October 2005 – July 31, 2007

OUTSIDE PLANT ENGINEER/
CADD ENGINEER
Dyn-Alrushaid Services Company Limited
Petroleum Center
P.O. Box 31685,
Alkhobar, K.S.A. 31952

Main contractor of SAUDI-ARAMCO in terms of Security
Access Control Systems (SACS).

Checking of gas plants/refineries site drawing and detail
drawing for security access control systems.

Coordination with SAUDI-ARAMCO's respective department
pertaining to all engineering aspects.

Scheduling of engineering survey with respect to all
department concern.

Survey of sites pertaining to all engineering concern.

January 2002 – April 2003

SENIOR ENGINEER

Alcatel Philippines, Inc.
Digitel GSM 1800 Project
Bldg. 902, 5th Street EPZA
Angeles Livelihood Center
2009 Angeles City

As an Engineering Supervisor:

Checking of conceptual drawing and detail drawing.

Supervision of electrical engineer, structural engineers and CADD designers in their respective task.

Coordination with respective department pertaining to all engineering aspects.

Scheduling of engineering survey with respect to all department concern.

Survey of sites pertaining to all engineering concern.

August 2000 – November 2001

SENIOR DESIGN ENGINEER

ALCATEL TRADE INTERNATIONAL,
Cable-TV Project
Dubai, United Arab Emirates

For MDU (Multiple Dwelling Unit):

Preliminary Survey to determine the number of flats/rooms, description and details of each building.

Vertical Survey, measurement of Main Telephone Room, Electrical room, staircase, nearest/ farthest room/flat, proposed position for fiber node, amplifiers, splitters and taps.

Horizontal Survey, duct space foldouts, rodding and cleaning of ducts, measurement from joint box to joint box, supervising contractor's labor, preparation of design maps, proposal of civil works for excavation and propose joint box or E.B. (entry box).

RF/ Cable Design, taps' signal computation, fiber node and amplifier location, primary coaxial cable and drop coaxial cable placement, civil works excavation design for full ducts and entry box, bill of quantity computation and drafting of design thru Microstation CADD software.

For SFU (Single Family Unit):

Preliminary Survey, to determine the capacity or home pass of each villa, to measure the drop length from the existing joint box or proposed joint box to inside villa, to determine the exact position of the entry duct.

Horizontal Survey, duct space foldouts, rodding and cleaning of ducts, measurement from joint box to joint box, supervising contractor's labor, preparation of design maps, proposal of civil works for excavation and propose joint box or E.B. (entry box).

Design Survey, to determine the design location of each fiber node and each amplifier measuring its 3 points reference and surface area description for municipality way leave purposes, to measure the propose excavation in respect with its surface area and the propose joint box or E.B.

SFU Design, computation of cable DB loss, tap signal and amplifier signal with respect to the standard specification of the material. Drafting directly to Microstation and Autocadd 2000 software.

Civil Works design, design for excavation, duct placement, excavation permits, bill of quantity, all in regards with the cable design presented.

April 1998 – July 2000

LINE PLANNER, Planning Section
Etisalat Emirates Telecommunication Company
Sharjah, United Arab Emirates

Undertake the engineering study, planning & design of outside plant network within the study area and prepare fundamental plan as per actual and future telephone requirements.

Coordinate and visit government agencies, utilities, municipalities, developers, contractor in order to identify the development areas.

Provide updated base map with primary road, secondary road, property lines, electric utility line, water line, building line for field survey and design work.

Survey telephone demand as per actual and future requirement for the preparation of fundamental plans, tabulate all forecast telephone demand to identified cable requirement for fundamental planning stage.

Prepare design of construction drawing for civil work (trench) layout, manholes and conduit plan, detailed manhole and pull box case whether to be build or replace.

Prepare design construction drawing for cable network plan, providing detailed primary network plan (E-side), secondary network plan (D-side), and single line schematic drawing, subscriber cable plan, cabinet allocation plan, transmission information characteristic.

Responsible for cable extension plan such as DP extension, congested cabinet network splitting plan scheme.

Prepare detailed distribution plan for fiber optic network as per demand requirement of ring network plan scheme.

Prepare construction drawing design plan for any requirement such as aerial, underground, direct buried facilities.

Prepare Bill of Materials and man-hour work estimates.

Prepare scheme and procedures to be followed during implementation, performed inspection on construction sites and monitored required test in accordance with the client general standard and specification.

Conduct field inspection of the completed and on going work done by any contractor in order to make sure that network is built according to work plan and standard.

Finalized and review as build plan to ensure that the contractor's performance is in accordance with design and compliance with the materials specified, and its installed base on the clients installation standard.

Finalized and review red line drawing, as-build plan and update CAD files requirements.

August 1996 – April 1998

Assistant Chief, Secondary Network Engineering,
Saudi Telecom, O.P.E. , Riyadh City District

Supervise the all network engineers of South Section of secondary network .

Checks and approves all the designs, bill of quantities and requirements of all network engineers under the said section.

Coordinate with all sections involving the engineering aspect of a certain work order or design.

Discuss and suggest any improvement directly to the manager involving personnel, designs and requirements For the section.

August 1990 – August 1996

NETWORK DESIGN ENGINEER, O.P.E.
Saudi Telecom, Riyadh City District

Carries out the design, preparation and issuance of work order plans for direct buried and aerial secondary cable network, underground primary cable network, manhole and conduit system.

Investigates outside plant safety and service hazards and recommends or implements corrections to the said conditions.

Conducts material and manpower design requirement studies for projects as well as final costing of the same using the available computer programs.

Investigates, verifies, identifies and answers location of new customers for the facilities required within the area of responsibility.

Prepares and issues As-Built plans for all completed works

Drafts plans directly to Microstation graphic software.

August 1987 – August 1990

PRODUCTION AND PLANNING
CONTROL SUPERVISOR
Trans-Asia Textile Mills Inc.
Pasig, Metro Manila, Philippines

Receives customers' orders from the Marketing department to manufacture products and coordinate with sales departments to meet deadlines for customers' order.

Prepares production master schedules and over-all operations to maximize the efficient use of machines.

Prepares materials estimates and maintains records of consumption of different textiles, determines raw materials consumption necessary for production.

Receives production reports and keeps up to date records of the progress of the production.

Makes decisions and designates personnel to specific operational responsibilities.

Allocates the assignment of specific machines to designated personnel.
Supervises directly all personnel under the section.

PERSONAL

DATE OF BIRTH January 13, 1963
NATIONALITY Filipino
CIVIL STATUS Married
HOME ADDRESS 7th St. no.14, lot 13, Youngstown Village
Cainta, Rizal, Philippines 1900

RENT ADDRESS #29 Apt C2 Nerben Apt. Guijo St. cor. Dona Justa
phase 2, San Roque, Angono, Rizal, Philippines 1930

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Phil. Driving License no. D16-90-032916
SAUDI License number 715165

Reference:

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