

# ALLAN DONDON C. RODRIGO

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## PROJECT MANAGER/OPERATIONS MANAGER

Senior professional with over 16 years of experience in project and operations management in diverse roles across the organizational hierarchy. Actively involved in implementing various process improvement initiatives across professional careers leading to enhanced operational efficiency. Proficient in various aspects of project management, operations management, budgeting, forecasting, and P/L including developing effective client relationships. Exploring challenging senior managerial challenge, driving Project/Operations Management initiatives, utilizing the rich skill & experience, earned so far, to result in Organizational growth

CORE STRENGTH	PROFILE SUMMARY
<ul style="list-style-type: none"><li>➤ Strategy Planning</li><li>➤ Project Management</li><li>➤ Operations Management</li><li>➤ SLA Compliance</li><li>➤ Resource Optimization</li><li>➤ Budget &amp; Cost Management</li><li>➤ Financial forecasting</li><li>➤ Mall Management</li><li>➤ Customer Relationship Mgmt</li><li>➤ Liaison &amp; Coordination</li><li>➤ Business Development</li><li>➤ Training &amp; Development</li><li>➤ Team Leadership</li></ul>	<ul style="list-style-type: none"><li>➤ Adroit in enhancing productivity and profitability within the operations process by optimizing resource utilization and implementing industry best practice/process improvement initiatives.</li><li>➤ Adept at planning and implementing projects based on the project contractual and other SLA parameters.</li><li>➤ Well-versed In preparing budgets and forecasts aimed at maintaining project and operational profitability.</li><li>➤ Proficient in planning and deploying project resources across the project sites leading to optimized resource utilization and streamlined operations.</li><li>➤ Skilled in defining business objectives, and project scope, building project portfolio for multiple projects including cost, schedule, Integrate Quality and Risk plans.</li><li>➤ Track record of success in aligning project deliverables based on the specific requirements of the clients, maintaining organizational P/L using financial prudence.</li><li>➤ Excellent communication skills with troubleshooting, problem defining &amp; solving capabilities, and skills in solving technical as well as commercial issues.</li></ul>
EDUCATION	
<ul style="list-style-type: none"><li>➤ <b>B. Sc. (Electronics and Communications Engineering)</b>, Saint Louis University, Baguio City</li></ul>	

## CAREER GRAPH

### Sitel Philippines

Jul 2004 – Aug 2017/Aug 2018 – Present

#### Accountabilities:

##### As Project Manager, Nov 2019 - Present

- Guide the project team in implementing projects based on the project delivery schedules and other SLA parameters across the assigned project phases.
- Conduct weekly project status meetings for multiple projects to ensure effective communication of action items to the project teams.
- Involved in the identification of project requirements. defining project deliverables, managing project roles, and rolling out training sessions based on the identified training needs and project requirements.
- Preside over kick-off meetings, due diligence, follow-up meetings during projects. Conduct user acceptance tests and operational readiness exercises.

##### As Operations Manager, Aug 2018 – Oct 2019/Jan 2012 – Aug 2017

- Involved in end-to-end management of the non-exempt workgroup. Optimize resource utilization through task allocation to the team members.
- Focused on selecting, training, developing, and completing performance appraisal of the workgroup(s) based on the organization's policies and applicable legal requirements.
- Followed up with the concerned stakeholders for maintaining client service level agreements and enhancing client satisfaction.
- Evaluated existing operations and implemented various process improvement initiatives leading to enhanced service quality.

- Assisted the Director of Operations in monitoring the daily operations of the business aimed at accomplishing the goals of individual departments.
- Liaised with various external parties for possible improvements and business opportunities. Conducted interviews for applicants for the account and participated in recruiting efforts, calibration sessions, and conference calls, etc.
- Built a relationship within the supporting business units to help resolve issues related to team members. Finalized business decisions based on client contract terms.
- Prepared and presented various status reports for the senior management and other stakeholders to enable effective decision-making.

As Team Supervisor (Tribune Publishing), Jul 2009 – Dec 2011

- Functioned as a member of the implementations/pilot team for LA Times involved in training and developing 2 teams of 18-20 Billing and Retention agents/team for product specifics of LA Times.
- Prepare and processed escalation reports to the respective business units for a faster resolution aimed at enhancing client satisfaction.
- Set up and maintained an action for agents to accomplish a specific goal using the appropriate resources

Earlier Roles in Brief

- Functioned as a member of the implementations/pilot team for LA Times involved in training and developing 2 teams of 18-20 Billing and Retention agents/team for product specifics of LA Times.
- Team Supervisor TIER 2 (AT&T), Jan 2009 – Jul 2009
- Team Supervisor (AT&T), Dec 2005 – Jan 2009
- Product Specialist (AT&T), Mar 2005 – Dec 2005
- Technical Support Representative (AT&T Fast Access DSL), Jul 2004 – Mar 2005

**SM City Puerto Princesa**

Assistant Mall Manager

Sep 2017 – Apr 2018

Accountabilities:

- Spearheaded team efforts in ensuring profitable mall operations based on the management directives and income expectations.
- Rolled out programs to enhance the physical value of the mall across areas like Building Administration and Property Management, Tenant Relations, Tenant Sales Performance, Marketing Initiatives, Administrative Management, and Human Resource Management
- Defined and ensured compliance with standards set by the company, government regulations, and statutory requirements.

**TRAINING**

- Customer Advocate & Back Office Processing, Chicago, Illinois USA Mar 2012
- Data Sciences Incorporated, Los Angeles, California USA Apr 2010
- LA Times Product Specifics Train the Trainer Session, Los Angeles, California USA Sep 2009
- Coaching in the Zone Seminar, Sitel Phils., Mar 2006
- BLITZ Seminar, Sitel Phils., Aug 2006
- Managing Accelerated Performance Training 2.0, Sitel Phils., Mar 2007
- Home Networking Training, Sitel Phils., Mar 2007

**PERSONAL DETAILS**

- **Nationality:** Filipino
- **Date of Birth:** 04 Apr 1977
- **Languages Known:** English and Filipino
- **Passport No:** P2485175B valid till Jul 2029