

RAINIER PAULINO HERNANDEZ

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HIGHLIGHTS OF QUALIFICATION

- A total of 14 years BPO experience in Customer Service and Sales, Telecommunications, Financial, Insurance, Recruitment and Logistics in a vendor, RPO and Shared Services environment
- More than six (6) years of extensive experience in Project Management for several enterprise-level Business Implementations, Transition/Migration, and Transformation projects for clients from different geographical regions such as Asia Pacific, North and South America, Europe and Middle East and Africa.
- Successful project execution for different lines of business ranging from Claims, Call Center, Underwriting and Processing, Reporting, Agency Communications, Treasury, FP&A, Human Resources and Recruitment, and Ocean Schedule
- Smooth execution of system migration projects for Finance EPIM/Bordereaux, PeopleSoft 9.2 System migration, and Master Data Cost Center migration
- Experience in managing projects at program and portfolio level – Master Data Management, Recruitment, Site Build, Human Resources and Payroll

WORK EXPERIENCE:

DEXCOM PHILIPPINES

June 2020 – Present

BGC, Taguig City

Project Manager (Manager)

- Manages implementation of enterprise-wide portfolio to achieve the organizations' strategic goals
- Leads pipeline of projects involving transition and transformation of different processes to the Global Shared Services Center
- Creates business case to attract new roles into the Global Shared Services Center
- Accountable for the end to end project and program management from inception to completion of all deliverables based on the agreed project plan
- Works closely with the senior leadership and key business stakeholders to build relationships in driving agreed scope and direction of each project to meet the schedule and to the highest possible quality standards
- Conducts workshops such as WBS, Change Management etc.
- Able to produce cost-comparative analysis, vendor selection analysis and Co-incidental analysis.

Current project in Dexcom:

- Strategic Project – Leads the initiation, planning and execution of site build project in the Visayas Region for Dexcom
- Proof of Concept – Building a Proof of Concept for the viability of creating a Virtual Executive Assistant and Presentation Design Specialist role in GBS
- Payroll Automation – Leads the implementation of payroll automation for GBS including Change Management and Communications Activities
- Agile and Scrum awareness – actively promotes Agile and Scrum to the organization
- An active member of PULSE – Engagement activities organizer for the whole organization

DB SCHENKER MACC

August 2017 to March 2020

McKinley West, Taguig City

Transition Manager (Manager)

- Accountable for the successful end to end project management of transition and/or transformation projects of one or multiple countries or regions to shared services center.
- Initiated and managed complex projects that include development of tactical implementation strategies, integrated project plans, timelines, scheduling resources (FTE analysis), cost management, technology rollout, fit gap analysis and scoping.
- Created business cases for strategic projects, designed roadmaps, and formulated solution documents
- Developed Change Management and Communication plan during Transition to be executed by responsible member of the project team.
- Pitched in promoting the Manila Shared Services Center to onshore business owners (ie. CHRO, CFO) as strategic partner in growing the “country business” in Local Enablement Workshops.
- Collaborated with project members and business owners in the creation of Success Criteria, Knowledge Transfer Plan, Service Rehearsal Plan, Volume Ramp Up and Quality Assurance Plan.
- Conducted due diligence to check feasibility of project implementation and provided recommendation to either proceed or defer Transition activities.
- Identified and led a team of multi-functional, multi-cultural, cross-organizational groups to ensure the project implementation met or exceeded all financial, quality, scope and timeline commitments.
- Drove project governance rigorously to ensure that all stakeholders are aligned and updated with the project goals, key milestones and overall project health/status.
- Created and maintained Risk, Action, Issues, Decision (RAID) log, Change Log, Service Readiness Assessment Tracker (SRAT), Project Plan, and other project artifacts.
- Ensured that identified risks and issues are effectively managed, closed or mitigated during the project lifecycle
- Established and maintained relationships with internal and external stakeholders at strategic and operational levels.
- Led the negotiation on SLAs, FTE charging, project milestones, and process scope with business owners
- Conducted regular interaction with the IT Team to ensure the successful migration and testing of required technology from onshore to the Shared Services Center.
- Initiated the discussions on Data Privacy Agreement (DPA), and Master Service Agreement (MSA) in each project and pulled in the appropriate resources and/or specialist to produce the necessary regulatory or legal documentations.
- Conducted post implementation reviews and gathered lessons learned to improve future project delivery
- Contributed to Transition Team's capabilities to include method & governance development, knowledge capital management, strategy planning, resource management, business case creation and quality assurance planning
- Served as a Governance Lead for Human Resources projects, and the sole Project/Transition Manager for the whole Master Data Management program.
- Coached and mentored project team members and junior colleagues.

QBE INSURANCE

April 2014 to August 2017

BGC, Taguig City

As a Transition Lead (Transition Support/Transition Lead)

- Delivered successful migration/transition of several work stream from Australia, APAC and North American regions to the GSSC (Global Shared Services Center)
- Led end to end account transitions by translating the Solution Design to operational requirements for Operations, Claims and Finance Services.

- Identified and reports Risks at any point of the Transition Timelines
- Led stakeholder communication on firming up SLAs, Transition Plan and Ramp Plan in negotiation with the business owners.
- Managed all aspects of transition by serving as the main liaison between onshore business partners, operations team and other support functions to deliver the Project Plan based on the scheduled timelines.
- Assisted the Human Resources Department with recruitment by explaining the onshore business partner's perspective of processes and required skill set
- Monitored offshore KT (Knowledge Transfer) and sends daily and weekly reports to the stakeholders.
- Ensured that people, technology, facilities and process are all in place prior to the start of offshore knowledge transfer.
- Set up and drives Tollgates /Stage Gates.
- Facilitated weekly touch points/governance calls with various stakeholders to ensure that everyone is aligned with the project goals and status.
- Recommended strategies to business owners on best practices that may be applicable in transitioning certain waves.
- Mapped out, transformed and documented "as is" to "to be" process to be migrated to the Shared Services Center
- Worked with the onshore and offshore stakeholders in creating strategies for an effective Cut Over Plan if needed.
- Influenced stakeholders in decision-making; recommends transition strategies that could cut the cost of transition and would result to smooth transitioning of the processes.
- Traveled to client site abroad as necessary
- Provided business partners appropriate cost-estimations for onshore travel.
- Provided inputs on post-project evaluation meetings.
- Assisted onshore business partners in putting up a Training Plan, Service Rehearsal Plan and Volume Ramp Up Plan.
- Conducted regular interaction with the IT Team to ensure the successful migration and testing of required technology from onshore to the Shared Services Center.
- Handled transformation projects and other non-transition initiatives.

As a PMO (Project Management Office) Analyst

- Tracked and monitored multiple projects handled by the GSSC Transitions Team.
- Set standards for how projects are run and build up a common set of practices, methodology, principles/standards and templates for managing projects among Project Managers across Transformation.
- Ensured project management standards are followed by conducting regular assessments and providing feedback to the Project Managers.
- Implemented the Project and Portfolio Management Tool. This includes tracking the status of all projects based on updates provided by the Project Managers, creating project dashboards for reporting to management.
- Helped manage and facilitate the Portfolio Management process. Capture project requests and ensure each request has sufficient information to assess the project.
- Regularly updated the repository of projects following agreed standards.
- Worked with the Senior Transition Manager to standardize the definition of Key Performance Indicators (KPI) and other project related metrics.
- Implemented project reporting, change and control processes in line with the Transformation Delivery Project Management procedures and standards.
- Created reports for the Head of Department to be presented to the Senior Leadership Team (SLT)
- Worked side-by-side with the Senior Project Manager in scoping, planning, and executing of project initiatives for Transition Leads (Project Managers)
- Conducted audit and provides feedback to Transition Leads (Project Manager) to ensure that they are compliant with the Transition Methodology.
- Served as the gate for all Change Requests prior to the creation of CRLOG and its implementation.

- Attended high-level meeting along with the Senior Transition Manager and/or the Department Head.

UNIVERSITY OF THE PHILIPPINES

October 2012 to April 2014

Full-time student; completed Bachelor's Degree in Geography

PSG GLOBAL SOLUTIONS

July 2012 to November 2012

Ayala Ave, Makati City

Senior Recruitment Officer (Talent Acquisition)

- Sourced resumes of qualified candidates for specific job orders, using job boards, applicant tracking systems, company web sites, etc.
- Conducted phone interviews to pre-screen candidates, verifying their qualifications, availability and compensation requirements; documents these interviews
- Set up interviews between candidates and hiring managers
- Involved in recruiting passive candidates, through phone calls, emails and general relationship-building
- Performed end to end recruitment
- Made recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions
- Determined the salary suitable for a candidate and haggles for the amount to keep under pay cut a client can offer
- Uploaded and created applicants' profile in the vendor management systems such as Beeline, Taleo, Bullhorn and Fieldglass
- Created daily reports to be forwarded to clients and managers
- Performed daily calibration/meeting with offshore clients and vendors
- Initiated process improvement techniques that improved our team's performance

C3 CUSTOMER CONTACT CHANNEL

February 2012 to July 2012

BGC, Taguig City

Quality Assurance Representative (Level 2)

- Monitored/audited each assigned onshore associate in accordance with C3 and client requirements
- Provided documented feedback/coaching to onshore coaches on the performance of the associates
- Tracked progress of individual associates; recommend performance action plans for associates who are not meeting established standards
- Worked with supervisors and management to ensure that all associates were meeting quality standards
- Attended and contributed to both internal and client monitoring/calibration sessions
- Carried out reward and recognition programs as outlined by C3 and the client
- Remained knowledgeable on project information by keeping training manual and memos updated
- Participated in process improvement forum for better site performance
- Tracked trends and made recommendations for refresher and/or up- training to the trainer(s).
- Completed other duties and responsibilities assigned by management of the company
- Performed any other administrative or non-administrative duties as assigned by any representative of the Company from time to time either through direct written order or by oral assignment

TELEPERFORMANCE

October 2007 to February 2012

Ortigas, Pasig City

Promoted as a Quality Assurance Analyst

- Monitored and evaluated calls based on Client specific criteria
- Learned and maintained an up to date understanding of the Client's expectations for agent call handling
- Applied Client's expectations to the accurate grading for monitored agent calls
- Escalated and communicated detailed information about calls monitored to all clients and to the Quality Assurance Supervisor.
- Performed consistent and affective coaching sessions to address fatal error under the Zero Tolerance Policy (ZTP)
- Conducted supplementary training sessions for any changes in the QA guidelines
- Answered Operations' questions concerning QA guidelines and policies
- Participated in internal QA and Operations Customer Satisfaction (CSAT) calibration sessions and focus groups
- Facilitated on call calibration sessions with Clients, Operations, Training, and internal quality members off site
- Initiated process improvement programs that helped the agents to get better Quality and Customer Satisfaction ratings
- Sent out Red Flag/Fatal Error Audits to the upper management
- Generated and sent weekly reports and analysis to the QA Supervisor and team leaders about the trend of the agents' quality scores
- Conducted/ facilitated weekly QA talk per team and cascade any changes on the call handling processes
- Handled supervisor's call if no supervisors are around to take escalated calls

Bigpond (Telstra) ADSL/Wireless Internet Technical Support and Consumer Specialist

- Provided extensive troubleshooting for customers who were having difficulties in connecting online through modem configuration, modem setup, filter replacement, browser configuration, wi-fi configuration etc.
- Performed bill explanation and adjustments
- Processed batch orders, IMEI swap and account provisioning via Siebel
- Kept the customers aware of Telstra's policies and billing processes to avoid confusions in the future
- Done upselling for other products and services for better customer satisfaction
- Served as a liaison between the customers and various departments to resolve customers' complaints/concerns
- Kept track of my teammate's attendance for record-keeping purposes

Cricket Technical Support/ Universal Agent

- Provided technical assistance, bill explanation and adjustments, payment processing, and guided the customers to perform manual troubleshooting with their handset.

Citibank Customer Care Representative/Subject Matter Expert (SME)

- Received incoming calls from Citi's credit card holder
- Accepted immediate ownership of inquiries and assumed advocacy role in resolving issues, which included issues on card transactions and banking processes
- Accountable for timely resolution within service level agreements and compliance parameters
- Exhibited expertise in credit card policies and procedures which specify the details about requirements on credit card usage, balance transfer processes, cash advance and travel suppression
- Performed upselling through Balance Transfer or account consolidations and offering additional account features such as Credit Protector, CITI Flex, and Citi Guard
- Investigated anomalous transactions or fraudulent activities such as identity theft or money laundering to comply with existing US laws

- Assisted customers on inquiries related to settlement of credit card transactions and provides status of credit card transactions
- Handled credit card chargeback disputes; facilitated credit memo request from on retailers; and responded to inquiries pertaining to hardcopy document requests
- Walked the customers through the Citi website in performing online payments, balance transfer and account modifications
- Utilized multiple computer applications (ie. Rhumba, Sawgrass, Citrix etc.) to assist, gather data and resolve customer issues
- Informed the customers about case symptoms, issues and case resolution updates or process improvements
- Performed account modifications, bill adjustments and payment processing
- Escalated other customer issues and shares customer feedback to appropriate contacts
- Answered inquiries from team members with regard to processes and upselling techniques (as an SME)
- Handled escalated calls, assuming the role of the supervisor, and created call logs (as an SME)
- Monitored recorded calls of team members and suggested techniques to be more efficient and handling customer's concerns (as an SME)
- Assisted supervisor with admin tasks, projects etc.

Municipality of Lavezares, Northern Samar

Physical and Socio-Economic Profile (PSEP)

UP Samar Team 2006, Summer of 2006

- Co-authored a 300-page official document that contains data and statistics on the economic, social and physical situation, and other basic information of Lavezares that serve as basis in setting direction for development of the municipality. The document also includes conclusions and recommendations to aid in policymaking, land use planning and environmental mitigation.

EDUCATION:

Tertiary Education

UNIVERSITY OF THE PHILIPPINES, 2003-2006, 2012-2014

Diliman, Quezon City

Bachelor of Science Degree in Geography

CERTIFICATIONS:

Scrum Master Certified (SMC)

International Scrum Institute

April 2020, Credential ID 16330954802688

PROFESSIONAL DEVELOPMENT/COURSES:

Project Management - PMBOK

Mapua Institute of Technology, Makati

October 2018, 40 hours

Fundamentals of Project Management

PMI Philippine Chapter

January 2019, 35 hours

Coaching and Mentoring Workshop

CCE International Coach Federation

August 2019, 24 hours

Four Disciplines of A High-Performance Leader Workshop

Kite Inc., Taguig
June 2018, 16 hours

Advanced Project Management Workshop

Kite Inc., Taguig
December 2019, 24 hours

Change Management and ADKAR Model Workshop

Leads Resources, Taguig
December 2019, 24 hours

Discovering Effective Communication and Influencing Workshop

Leads Resources, Taguig
January 2020, 16 hours

SURPASS (Personal Change Management) Workshop

Kite Inc., Taguig
December 2019, 8 hours

Scrum: Basic and Advanced, and Agile Foundation

LinkedIn Learning
April 2020, 3.5 hours PDU

Telephone Mastery

Southeast Asia Speakers and Trainers Bureau, Inc.
July 2019, 8 hours

Self-Awareness Workshop (INSIGHTS Discovery)

DB Schenker, Taguig
June 2018, 16 hours

Portfolio Management

Whitehall Consulting
January 2021, 9 hrs

Data Storytelling

Story IQ
January 2021, 7.5 hrs

Scrum Training & Workshop

Namura Research Institute (NRI)
October 2021, 14 hrs

VOLUNTEER WORK/ AFFILIATIONS:

Volunteer Counselor for Pre and Post-Test HIV Screening

Love Yourself (in partnership with Research Institute for Tropical Medicine (RITM) of DOH)
February 2014-present

CHARACTER REFERENCES:

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I hereby attest that the above information is true and correct to the best of my knowledge.

Rainier P. Hernandez