

# Rio Mary Grace R. Cundangan

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General Trias, Cavite Philippines 4107

## Key skills

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- Excellent customer service
- Strategic and critical thinking and problem solving
- Exceptional attention to details
- Responsibility and dependability
- Adaptability
- Collaborative learner
- Results-driven
- Multi-tasking

## Education

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**Certificate in Caregiver**  
Mary Johnston College  
Graduated 2006

**Bachelor of Fine Arts**  
Far Eastern University  
Undergraduate  
1997-1998

## Trainings and Certificate

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**Manager Show and Tell Series: Be the Leader Your Team Needs**  
October 2021

## Summary

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I am a person with a “can do it all” attitude and always try to outdo myself as shown on my achievements throughout my career. I am hard working person that values my work and provide top notch service.

## Career history

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### **Service Desk Team Leader** at WeServ System International Inc. (Fujitsu)

July 2016 – February 2022

Managing a team of Service Desk Analysts responsible for overseeing the day-to-day effectiveness of service provision and ensuring that targets are met.

#### **Key responsibilities**

- Overseeing all activities within a team.
- Distributing information to team members and stakeholders.
- Deciding how to approach tasks and develop a plan to accomplish them.
- Keeping track of and structuring various tasks, employees and documents.
- Determining the goals that members will work toward.
- Practice business continuity in cases of calamity, power outage or failure of infrastructure

#### **Achievements**

- 2018 Employee of the Year
- 2019 Delivery Excellence Award (1<sup>st</sup> Place – Achieved above target SLA, Quality, and Productivity)
- 2019 Mission 97 Award (Achieved consistent CSAT score of 97%)
- 2017 - 2019 ROC Band Winner (Team with most number of Customer Compliments in the entire desk)

### **Service Desk Analyst** at WeServ System International Inc. (Fujitsu)

July 2015 – July 2016

- Provides technical support to users. Responds to incoming requests for IT support and resolve network, hardware and

## **Email Etiquette**

October 2018

## **One Minute Manager**

July 2018

## **People Management Program**

July 2018

## **Handling Conflict**

June 2018

## **Encouraging Development**

June 2018

## **Leadership Training**

June 2018

## **Practical Business Risk Management**

May 2018

## **Feedback & Coaching**

May 2018

## **ITIL v2011**

April 2018

## **Driving Change, DDI**

April 2018

## **Maximizing Team Performance, DDI**

March 2018

## **Sense and Respond**

June 2017

software issues with computers. Performs technical maintenance and software installations and updates.

### **Key responsibilities**

- Identify and diagnose issues and problems.
- Categorize and record reported queries and provide solutions.
- Support problem identification.
- Advise users on appropriate course of action.
- Monitor issues from start to resolution.
- Escalate, if needed, unresolved problems to a higher level of support.

### **Achievements:**

- 2015 - Outstanding Service Desk Agent
- 2016 - Special Performance Award

## **Incident Management at WeServ System International Inc. (Fujitsu)**

July 2013 – July 2015

Manages the process to restore normal service operation as quickly as possible to minimize the impact to business operations.

### **Key responsibilities**

- Review and accept or reject assigned incidents.
- Investigate and diagnose the incident.
- Document incident resolution or workaround in the Service Management application.
- Implement incident resolution.
- Verify that the incident is resolved and close the incident.

## **Fujitsu Lifebook Sales and Technical Support at WeServ System International Inc. (Fujitsu)**

December 2011 – July 2013

- Assists clients through each step of the sales process, helping them resolve any concerns or questions they may have while processing, tracking and shipping orders efficiently.
- Providing response and solutions to issues experienced by users of technological products or services.

### **Key responsibilities**

- Generates and processes new sales leads as necessary
- Answers phone calls from customers and deals with problems as they arise
- Responding to customer complaints and questions, making sure orders are processed on time and scheduling sales meetings

- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Installs, modifies, and makes minor repairs to computer hardware and software systems.

### **Customer Sales and Technical Support at Sitel Philippines**

November 2006 – November 2011

- Assists clients through each step of the sales process, helping them resolve any concerns or questions they may have while processing, tracking and shipping orders efficiently.
- Providing response and solutions to issues experienced by users of technological products or services.

#### **Key responsibilities**

- Generates and processes new sales leads as necessary
- Answers phone calls from customers and deals with problems as they arise
- Responding to customer complaints and questions, making sure orders are processed on time and scheduling sales meetings
- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Installs, modifies, and makes minor repairs to computer hardware and software systems.

### **Interests**

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- Travelling
- Outdoor activities
- Cooking
- Gardening

### **References**

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**Faaris Shah** - CCEP Head of End User Services

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**Julius Caesar Rofuli** - WeServ Systems International Service Desk  
Operations Manager

Contact: +63 9178883242