

Carlo Antonio Cruz

PROJECT MANAGER

- 📍 Pasig, Philippines
- 📞 +639173038151
- ✉ carloantoniocruz@yahoo.com
- 🌐 www.linkedin.com/in/carloantoniocruz/

SUMMARY

With my objective to manage and lead business operations, I have built my career around the fields of quality assurance, business analysis, and project management to gain experience and working knowledge.

It has been my passion to work and collaborate with people in helping them achieve their goals.

WORK EXPERIENCE

January 2016-Current

PROJECT MANAGER

- 🏢 GLOBE TELECOM, INC
- 📍 City of Taguig, Philippines

In fulfilling the role of the Project Manager, I enable projects that allow Globe Telecom attain strategic initiatives that are directly impacting the customer experience and streamline daily operations. Handled projects have varied from fintech initiatives, customer service systems, and billing experiences. My role's responsibilities includes managing the requirements and scope with business stakeholders, assessing feasibility & risk, resource management, and as well as managing stakeholder expectations

August 2012-January 2016

PROJECT COORDINATOR, KIMBERLY

- 🏢 CLARK INTERNATIONAL
- 📍 City of Taguig, Philippines

Digital Marketing Program

The digital marketing program handles the development and deployment of responsive web apps in support of marketing campaigns for a specific county in the South East Asia Pacific region. Included in these programs are the launch of brand sites that further encourages customer engagement with a specific Kimberly-Clark brand.

In fulfilling the role of the Project coordinator, my task was to engage with each line of business in aligning their campaign requirements with that of the development team.

This included defining the requirements and scope, assessing feasibility and allocating resources, planning and managing the execution of the launch of the digital campaign.

August 2010-July 2012

SENIOR CONSULTANT

🏢 UST GLOBAL, INC
📍 City of Taguig, Philippines

Enhancement Operations Development Center

The project is aimed to support the release of enhancements of 9 applications spanning 6 business verticals for a major retail supplier in the mid-US. Each application's release cycle is managed through the periodic conduct of initiating, planning, executing, monitoring, controlling, and closure process in collaboration with each business vertical's solution's delivery leads.

I had spearheaded the identification, generation, analysis and reporting of key performance and quality metrics per development team allowed better management and client visibility on the contribution of the project to the client's business operations.

Pharmacy Enhancement

The project aims to support the development of an in-house pharmacy application for a major retail supplier in the mid-US. Major deliverables for the project included the plan, developed modules, test results and release notes for each enhancement release cycle. As the Project Manager, I enabled the 12 man development team through the initiating, planning, executing and monitoring project progress for each predetermined release cycle, which included federal and regulatory requirements. Weekly status reporting was provided to both internal and external stakeholders as well as the assessment of resources and their performance. I also led the identification and development of the production support methodology, as well as the identification of performance metrics in the absence of any existing process within the Manila Center.

February 2009-August 2010

QUALITY ASSURANCE MANAGER

🏢 ACS OF THE PHILIPPINES
📍 Pasay, Philippines

3rd Party Quality Assurance Support for Government Healthcare Solutions

The project supports the conduct of software testing for developed applications and analysis and engineering of the division's software development methodology. This also includes the monitoring and reporting of gathered project metrics to the division's management for strategic planning.

This role has enabled me to lead and manage the roll out and tailoring of company-wide methodologies to the respective local implementation teams, as well as manage the roll-out of process improvement initiatives between Manila and US-based teams.

January 2008-December 2008

SR. QUALITY ASSURANCE MANAGER

🏢 RAINMAKER ASIA
📍 Makati City, Philippines

Retail Operations Software Enhancements

During the startup of the Product Development Department, I shared responsibilities with the Department Manager in employee and vendor selection, team organization,

and process definition and standardization.

Managed the quality assurance team that supports 3 product areas - Lead Generation, Contract Sales, and Training applications. Through project collaboration with the various Project Managers, I was responsible for the planning, scoping, and monitoring of software test execution by my team of 7 software testers. Apart for the role, I also functioned as the interim manager for Product Development Department. This included responsibilities for the oversight of on-going development team tasks, as well as the monitoring of team productivity and morale.

June 2006-December 2007

QUALITY ASSURANCE-RELEASE MANAGER

 LAWSON PSSC, INC
 City of Taguig, Philippines

Lawson Retail Operations

Performed the role of the QA-Release Manager through the planning and collaboration of software enhancement releases with the Product Manager, and manages the conduct of assuring software quality of the Lawson Retail Operations software product.

Working with a team of 3 software testers, I was responsible for the timely execution and generation of test results and reports that assist management decisions in prioritizing software enhancements for each release cycle.

As the Release Manager for the product team, I oversee the timely release of enhancements and fixes for client use.

Working with the technical team lead, I collaborate with the US-counterparts and the local Product Manager in setting expectations on each software fix/patch.

June 2005-May 2006

QUALITY TEAM LEAD

 MISYS BANKING SYSTEMS
 Makati City, Philippines

Process and Continuous Improvement Initiatives

The project assignment is to align to CMMi Level 3 standards through the planning and managing of process improvement initiatives for the Retail Banking department.

Responsibilities include the identification and monitoring of project metrics, and the generation of reports for project team and management review.

As the lead for the project, major activities involved the review and gap analysis of existing processes and practices with the different team layers within the departments, as well as the coordination with UK-counterparts on aligning with their process

improvement initiatives. The development of the standardized development methodology, planning, roll-out, and implementation to the different teams within the department were also included in fulfilling the expectations from the role.

November 1998-May 2005

PROJECT MANAGER

 WESERV SYSTEMS INTERNATIONAL, INC
 Makati City, Philippines

Middleware Quality Assurance

The project objective is to assure the quality of the middleware software products being developed by the Fujitsu development team in Japan, and this project is annually renewed.

As the project manager for a project team of 4, this entailed the planning, organizing resources, and executing and monitoring of testing activities by the testing team for the different software developed - which includes patches and major releases. Deliverables

included are testing plans for each tested application per release, as well as test results and recommendations.

ISO 9001:2000 Certification for WeServ Systems Int'l - MISG and MDSG

The objective of this project was to get the Manufacturing Information Solutions Group (MISG) and Middleware Development Services Group (MDSG) departments of WeServ

Systems International, Inc. certified against ISO 9001:2000 from an August 1, 2000 to an October 31, 2000 implementation window.

As the Quality Management Representative, I am tasked in leading, organizing, planning, and executing the steps that would attain said certification by setting up a core team of

4 individuals, as well as having key points of contact across the different development team roles. This also included selection and eventual collaboration with 3rd party

vendors. The main deliverables are the updated Quality Management System

documentation and processes, and applicable project artifacts that serve as evidences in the execution of the standard processes.

Symfoware Software Production Support

The project was purposed to provide level 2 production support assistance to existing clients who have purchased the business intelligence software product. This included

the recreation and confirmation of reported defects, its troubleshooting and configuration of client and server applications.

Apart from production support, I have developed and conducted several on-site client trainings in Malaysia, as well as provided quality assurance on the application's

technical documentation.

EDUCATION

2000-2003

MASTER OF SCIENCE

🏠 ATENEO DE MANILA UNIVERSITY

📍 Makati City, Philippines

ATENEO DE MANILA UNIVERSITY - MASTER OF SCIENCE I N INFORMATION TECHNOLOGY 2000-2003 (POST GRADUATE CREDITS)

- I N INFORMATION TECHNOLOGY

1994-1998

BACHELOR OF SCIENCE

🏠 DE LA SALLE UNIVERSITY

📍 Manila, Philippines

DE LA SALLE UNIVERSITY - BACHELOR OF SCIENCE I N COMPUTER SCIENCE, SPECIALIZING I N INFORMATION TECHNOLOGY

1994-1998

- I N COMPUTER SCIENCE

SKILLS

Continuous Improvement Feasibility Telecom UST Billing Customer Service Oriented
Customer Service CMM CMMI Cmmi Level 3 GAP Analysis Pmbok Project Manager Scrum
Team Lead Deployment Middleware Structured Software Software Development ISO
Digital Campaign Digital Marketing Customer Engagement Marketing Retail Marketing Retail
Product Development Product Manager Business Intelligence Business Operations Operations Metrics
Project Coordinator Managing Projects Retail Sales Lead Generation Pharmacy Healthcare
Documentation Technical Documentation Business Writing QA Quality Assurance Quality Auditing
Software Testing Banking Systems Business Analysis Strategic Planning Retail Banking
Presentation Skills Process Improvement Audit Auditing Vendor Selection

CERTIFICATIONS

PROJECT MANAGEMENT PROFESSIONAL

CERTIFIED SCRUM MASTER

LANGUAGES

English - Advanced