

ANGELICA BAUTISTA

CONTACT

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Unit 114 Casa San Miguel,
Brgy. San Miguel, Pasig City



PROFILE

Seeking a challenging position in a reputable organization where I can learn new skills, expand my knowledge, and leverage my learnings.

EDUCATION

BS IN TRAVEL MANAGEMENT

*Our Lady of Fatima University
Valenzuela City
2009 - 2013*

SECONDARY

*Nueva Ecija University of
Science and Technology
2005 - 2009*

KEY

Strong communication
Attention to detail
Team leadership

AWARDS

QUALITY PUNDIT / 2015 /
*Delivering highest consistent
performance in quality parameters.*

**ACE AWARD / 2016 / Demonstrating
potential for leadership.**

PARAMOUNT ACHIEVER / 2017 /
US Verification Top Agent

BRAVO AWARD / April 2020

BRAVO AWARD / July 2020

PROFESSIONAL EXPERIENCE

WORKFORCE ANALYST

Optum Global Solutions / Taguig City, Philippines / 2018 - Present

- Perform historical data analyses of performance data to identify trends/patterns, and make appropriate recommendations
- Monitor intra-day activities, adjust schedules, and perform trend analyses
- Gather workforce metrics/data and distribute report
- Collaborate with applicable stakeholders to review current performance data and identify coverage opportunities

VERIFICATION SPECIALIST

Sterling Talent Solutions / Taguig City, Philippines / 2017 - 2018

SENIOR VERIFICATION SPECIALIST

Neeiamo Enterprise Solutions / San Juan City, Philippines / 2014 - 2016

- Contact HR departments to obtain comprehensive employment verification
- Contact Records Department of schools and conduct background screening services by verifying education details
- Update contact information within database and complete report

SUMMER WORK AND TRAVEL / OJT

Fredericksburg Inn and Suites / Fredericksburg, TX / 2013

- Ensure rooms are clean before the guests arrives