

Harvie Beluan Bucayan

Administrative Assistant | Management Specialist

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Self-motivated and versatile Administration Professional with 10+ years of experience in administration support and BPO industry supporting local and international accounts, optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable administrative specialist that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence. Skilled at drafting reports and business correspondence, back-end support, customer sales support, managing mail and updating tracking spreadsheets. Exceptional leadership skills with expertise in streamlining workflow to optimize personnel strengths.



Professional Experience

**Sep 2021 -
Current**

Contract Management Specialist

Kyndryl, Philippines

- Provide account oversight, validating practices and verifying contract compliance supporting ANZ accounts.
- Track statistical information for department and compiled data into reports submitted to management according to rigorous timetables.
- Making sure that all relevant artifacts and approval are being uploaded in their respective repositories.
- Manage all request for service (RFS) in the company tool (PgMP).
- Manage contract registration in the company tool (CFTS).
- Addressed problems with accounting, billing, and service delivery to maintain and enhance client satisfaction.
- Manage account accesses using different company tools.
- Generate reports for stakeholders and project managers.

**May 2016 -
Sep 2021**

Project Administrator

IBM, Philippines

- Provided post-sales support to our sales partners from Australia.
- Ensured that all transactions were handled with compliance with audit guidelines.
- Updated and ensured that all client details and request are being registered correctly in the company database.
- Ensured that correct orders are shipped to client and avoid delays and ensure payment collection.
- Bill clients with the correct and agreed amount based on the contract.
- Generated invoices for clients in a timely manner.
- Appointed as a focal for internal audit.
- Organized agile activities such as stand up, monthly retrospective and performance review.
- Hosted monthly team engagement.
- Supported not only my team members but also extending help in other activities.
- Generated reports for stakeholders and project managers.

**Sep 2013 -
Mar 2016**

Digital Media Service Operator

TTEC, Philippines

- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Assisted customers in making changes on their account and updating the records accordingly.
- Assessed paid media analytics against KPIs using Google Analytics, internal reporting and agency reporting and presented findings to key stakeholders.

**Apr 2013 -
Aug 2013**

Customer Service Representative

Omniglobe International, Philippines

- Answered calls from business customers who wanted to set up their online account.
- Provided navigational assistance for customers that wanted to view their bill online, how to make a payment online or basically Customer's that wanted to manage their online account.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services, and company information.

**Jun 2010 -
Oct 2012**

Customer Service Representative

Mirof Resources Inc., Philippines

- Interacted with customers to provide information in response to inquiries about products and services.
- Handled and resolve customer's complaints.
- Used multiline telephones, fax machines, and personal computers.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Updated account information to maintain customer records.

Feb 2009 -
May 2010

Service Crew

Greenwich - Jollibee Foods Corporation, Philippines

- Took orders, prepared meals, and collected payments.
- Collaborated with team members to complete orders.
- Performed food preparation responsibilities to meet franchise standards for quantities, speed, and packaging.
- Wiped counters and sanitized equipment to maintain clean food prep and dining areas.
- Followed food safety procedures outlined in company policies and health and sanitation regulations to prevent food borne illness.
- Reduced customer wait times by quickly operating customer window and sales register.
- Greeted customers promptly and took orders to keep flow of traffic moving.
- Hosted kids parties an booked supplier for birthday parties (balloons, cake & mascot).



Education

Jun 2010 -
May 2016

Bachelor of Science: Information Technology

STI College - Philippines

Jun 2003 -
Jun 2007

High School Diploma

Rizal Experimental Station And Pilot School of Cottage Industries (RESPSCI) - Philippines



Areas of Expertise

Office administration & management

◆◆◆◆◆
Excellent

Multi-line Telephone Systems

◆◆◆◆◆
Excellent

Exceptional communication skills (verbal & written)

◆◆◆◆◆
Excellent

Filing and data archiving

◆◆◆◆◆
Excellent

Customer and client relations

◆◆◆◆◆
Excellent

Documentation and reporting

◆◆◆◆◆
Excellent

Professional demeanor

◆◆◆◆◆
Excellent

Database administration & Management

◆◆◆◆◆
Excellent

Highly developed interpersonal skills

◆◆◆◆◆
Excellent

Time management

◆◆◆◆◆
Excellent

Business acumen and development

◆◆◆◆◆
Excellent

Meeting arrangement and scheduling

◆◆◆◆◆
Excellent

Advanced MS Office Suite

◆◆◆◆◆
Excellent

Project Management

◆◆◆◆◆
Excellent

Fluent in written and spoken English

◆◆◆◆◆
Excellent



Awards & Certifications

- BADGE - IBM Agile Achiever
- BADGE - People Skills - Communication, Presentation, Collaboration and Problem Solving
- BADGE - IBM Virtual Collaborator
- BADGE - IBM Agile Advocate