JUDITH MANALAYSAY

My Contact

✉ silvejuph@gmail.com

☎ (+63)916-922-8389

📍 Philippines

Hard Skill

- Software Implementation
- Systems Installation, Configuration and Upgrading
- Business Process Analysis
- Documentation
- Advanced understanding of
  - ERP Software's (SAP B1, MS Nav 2009)
  - SMB Accounting Software's (QuickBooks, MYOB, QnE)
  - HRIS and Payroll Software's (Interact 2, Orange HRM, Payroll Pro)
  - Point-of-Sale Software's (MYOB RM, Quasar, Aldelo, CompuWave)
  - CRM Software (ACT! CRM)

Soft Skill

- Time Management
- Detail-Oriented
- Project Management
- Decision making
- Communication
- Customer Service

Education Background

- Bachelor of Science-Philippine Christian University | Computer Science

  Fulltime Private Education Student Financial Assistance (PESFA) Scholar of Commission on Higher Education(CHED)

About Me

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Brings more or less 15years of valuable expertise to forward company objectives. Attentive to detail with experience in coordinating projects, programs and improvements as well as implementing variety of software's in various client.

Professional Experience

AGS and ePLDT Company | Project Manager
2022-03 - 2022-12
- *94% of the handled project contract was completed.*
- *Contributed to the SAP B1 group a total of 82% revenue in the year 2022 for the implementation category.*

Alenu IT Business Solutions, Inc. | Project Manager
2016-06 – 2019
- *Successfully handled all the inherited projects from the previous project owner.*
- *Proactively manages client requests especially if it is not in the agreed contract.*

Sagesoft Solutions, Inc. | Project Manager
Sigmasoft Technologies Corp. | Product Manager
2012-03 – 2016-06
- *Approximately 80% of the handled project contract was completed and billed with the client.*
- *Successfully managed legacy complex and problematic accounts up to post go-live.*

Tentay Food Sauces, Inc. | MIS/Systems Administrator
2011-11 – 2012-03
- *The implementation of Quickbooks was successfully completed for the entire operation of the company especially in the financial reporting aspect.*
- *Successfully adapted the entire bill-of-material components and processes based on the implemented system.*

Mustard Seed Systems Corp. | Technical Manager
2005-01 – 2011-10
- *Successfully led the entire implementation and technical team using a variety of accounting systems including timekeeping/security devices, payroll software and point-of-sale system.*
- Successfully completed implementation at various clients based on their purchased system starting from data gathering to post go-live.

Additional Information

- Microsoft Dynamics NAV 2009 Installation and Configuration
  Certification Number: C810-4911
  Date of Achievement: 2010-10-15

- Microsoft Dynamics NAV 2009 Core Setup and Finance
  Certification Number: C810-4912
  Date of Achievement: 2010-10-15

Orient Overseas Container Line, (OOCL) Philippines | Technical Support
2004-06 - 2004-12
- *Based on our department's regulation, approximately 90% of the trouble tickets received daily are resolved and closed based on the specified response time per ticket category.*

FoxChit Business Systems, Inc. | Systems Specialist
2003-11 - 2004-05
- *Implemented successfully 100% of handled projects for both retail and F&B clients.*

Vantage Computer Systems, Inc. | Technical Operation Core and Family Agri Business
1998-05 – 2003-10
- *Implemented successfully 100% of handled projects for F&B clients including point-of-sale hardware installation*
- *Maintained books for both P2P and O2C.*

Key Responsibilities

Managerial Position
- Communicating with the teams clearly to set priorities and deadlines
- Prepared progress reports to ensured that project was remain on track
- Managed assigned projects in accordance with standard project management methodologies, ensuring that project milestones were achieved efficiently
- Planned, organizes, directs, controls, and ensures that intended outcomes were achieved by the team following standard procedures
- Represents the solutions delivery department during sales handover meetings, ensuring complete handovers following established standards
- Enables effective project preparation activities
- Conducts project on boarding ensuring that all delivery managers and project teams were appropriately boarded onto project
- Conducts and facilitates project kicked off with clients, ensuring that such was attended by appropriate stakeholders
- Reviews and approves blueprint and functional specifications / technical specifications / configuration document ensuring that these were consistent with the corresponding scope of worked and secures corresponding client-approval(s)
- Leads and facilitates the following project implementation / delivery activities, ensuring that intended outcomes were achieved following standard procedures Enables effective quality gates review
- Enables effective resource forecasting by updating project status through weekly status reports
- Performed final preparation to ensuring go-live readiness and obtains green light from client to proceed to go-live
- Managed go-live with solution in production and secures project closure sign-off

- Prepared requests for billing corresponding to completed project milestones
- Coordinated with cross-functional teams to resolve project issues and mitigate risks
- Developed and implemented strategic project plans to meet business objectives
- Monitored project progress, identified risks and took corrective action as needed
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules and conflicts
- Tracked project and team member performance closely to quickly intervene in mistakes or delays
- Maintained open communication by presenting regular updates on project status to customers

Key Responsibilities

Consultant/Technical Support Position
- Collaborated with internal departments to confirm timely and accurate delivery and implementation of customer orders
- Offered client training services via on-site and online interaction to streamline onboarding process for newly implemented systems
- Communicated effectively with third-party personnel involved in implementation efforts, coordinating activities to maximize progress
- Processed client satisfaction reports for completed implementation, analyzing data to discover possible areas of improvement in future projects
- Served as project driver and authoritative source for customers implementing the acquired software
- Designed planning and messaging strategies for implementation projects, maintaining on-time completion rate of 100%
- Authored user documentation to help client personnel on newly-implemented software
- Studied customers' business processes to customize implementation measures for minimal disruption to operations
- Traveled to customer facilities to conduct systems implementation using standard methodology
- Focused solutions on industry-specific workflow, client base and protocols, tailoring implementations to client needs
- Assisted account executives with strengthening client relationships through targeted solutions
- Assessed project scope to confirm details and understand customer expectations in advance
- Delivered exceptionally high level of professionalism and support to each client, upholding company's commitment to service
- Explained complex, technology-related issues in basic, understandable terms to clients
- Handled over multiple incoming calls daily while providing excellent customer service
- Configured, installed, and handled troubleshooting tasks for variety of different applications