

VIRAMEL B. BALANSAG

950 McPherson Square NE Calgary AB T2E 8C7
(+1) 403-9733780 / vbbalansag@gmail.com

PROFESSIONAL SUMMARY

Experienced warehouse operations and selling support professional focusing on driving efficiency and process improvement. Skilled in using JDA Merchandise Management System (JDA-MMS) and collaborating effectively across teams. Proven track record in initiating automation projects, managing testing, and ensuring smooth project deployment. Strong analytical abilities for data-driven decision-making and a commitment to achieving business goals.

SKILLS

- Warehouse Operations
- Process Improvement and Documentation
- Policy Development and Implementation
- Cross-functional Collaboration
- Data Analysis
- Proficient in JDA MMS and MS Office
- Ability to multi-task
- Adaptability
- Strong work ethic
- Team player
- Willing to learn

EXPERIENCE

Senior Manager, Facilities, Warehouse & Supplies - Warehouse Operations Support

SM Mart Inc. – February 06, 2022 to January 14, 2024

- Provided daily support to warehouse operations and immediate resolution of issues/concerns to minimize disruptions.
- Established policies and procedures, and ensured standard implementation across all locations by facilitating immediate update of the warehouse operations manual.
- Proficient in JDA Merchandise Management System (JDA-MMS) for operations and warehouse modules.
- Offered specialized insight and guidance throughout the transition to SAP, ensuring a seamless integration of existing warehouse processes.
- Collaborated with cross-functional teams, including Distribution Center, ITS, Merchandising, Finance, and the like, to address operational challenges and improve efficiency in warehouse activities.
- Analyzed warehouse policies and applications, leading to enhancements in processes and automation of critical procedures, such as but not limited to branch receiving, stockroom management, and outbound procedures using RF-PDT technology.
- Actively engaged in system discussions impacting warehouse operations by contributing valuable insights and expertise.
- Initiated and led automation projects by providing detailed specifications and coordinating closely with ITS to define project requirements and design solutions, as well as adhere to project timelines.
- Planned the business' course of action, from the preparation of test scripts/scenarios to the implementation and development of contingency plans.
- Managed the User Acceptance Testing for systems and applications by conducting walk-throughs of test scripts and scenarios to selected UAT participants before testing activity.
- Provided final recommendations based on results/findings of the UAT and acceptance criteria of the business.
- Managed the seamless deployment of projects by conducting comprehensive training sessions and providing user-friendly manuals/guides, while also monitoring the post-go-live implementation and promptly addressing user issues and concerns to ensure smooth operations.
- Streamlined reporting procedures by creating user-friendly templates for easy access to key performance indicators.
- Analyzed data on delivery performance to identify areas for improvement and implemented strategies to enhance overall effectiveness and effectiveness of warehouse operations.

Senior Manager, Operations, Planning & Control - Selling and Warehouse Operations Support

SM Mart Inc. – January 01, 2014 to February 05, 2022

- Provided day-to-day operational support to both selling and warehouse groups by ensuring seamless operations and swift resolution of issues.
- Monitored conduct of compliance audit of the department, and reviewed findings and results for presentation to management.
- Finalized and approved procedures and policies recommended by immediate subordinates.
- Developed implementing guidelines for process innovations and improvements to maintain consistency with standards across operations while ensuring timely updates of selling and warehouse operations manuals.
- Conceptualized and designed new applications to meet business needs, such as web-based space productivity, and incentive schemes among others.
- Monitored the progress of projects from pre-planning to its initial implementation, ensuring that objectives and agreed timelines were met and within the approved budget.
- Evaluated the test results based on reports for final sign-off for implementation, together with other support groups.
- Led new store opening requirements by ensuring that timelines and operational requirements/readiness were met by the business units.
- Orchestrated meticulous allocation and logistics strategies to ensure seamless distribution of RF-PDTs (Radio Frequency - Portable Data Terminals) across stores during inventory count season, optimizing efficiency and accuracy in inventory management processes.
- Communicated with stakeholders to align strategies with business objectives and analyzed sales data to enhance productivity and support management decision-making processes.
- Conducted orientation on front-end policies, procedures, and guidelines to newly hired Operations Senior Managers.
- Worked hand-in-hand with the Training Department on the development of training materials required.

Manager, Operations, Planning & Control - Selling and Warehouse Operations Support

SM Mart Inc. – July 01, 2011 to December 31, 2013

- Supervised departmental activities to ensure a smooth flow of operations, and support the day-to-day business needs of the different business units.
- Guided immediate subordinates in achieving the objective of the assigned task.
- Designed procedures and policy improvements based on feedback and direction of management.
- Reviewed and endorsed standard advisories and guidelines prepared by analysts for consistency and accuracy.
- Evaluated store audit findings, assessed individual compliance scores of the stores, analyzed issues, and recommended corrected measures to address non-compliance.
- Demonstrated proficiency in utilizing the JDA Merchandise Management System (JDA MMS) to enhance operational effectiveness.
- Identified opportunities for system enhancements and provided detailed specifications based on audit/feedback, such as the use of RF-PDT for the stock clerk receiving system and return to vendor process.
- Coordinated with stakeholders to assess and implement system and application improvements in accordance with the business requirements ensuring front-end efficiency.
- Reviewed and approved test scripts and scenarios, ensuring thorough testing before system deployment.
- Monitored timelines and development of each project for implementation.
- Collaborated with analysts to address outcomes and develop effective solutions.
- Approved program implementation based on the results of user acceptance testing, ensuring readiness for deployment.
- Monitored the go-live activities and provided support during the implementation and stabilization phases.
- Ensured that manuals, handbooks, and training materials were updated based on current policies and procedures.
- Addressed escalated issues/concerns from store operations promptly, ensuring swift resolution.
- Coordinated with branch and support groups for new store opening requirements by overseeing the fulfillment of essential requirements such as fixed assets, signages, telecommunications infrastructure, staffing, and submission of data to relevant divisions.
- Verified and analyzed the productivity data, identified performance issues attributed to local factors, and recommended improvement strategies.

Analyst, Operations, Planning & Control - Selling and Warehouse Operations Support

SM Mart Inc. – August 18, 2003 to June 30, 2011

- Developed comprehensive policies and streamlined front-end procedures, training materials, and manuals as reference of store personnel to ensure standard implementation across all stores.
- Collaborated with various divisions and functional heads to align policies with different organizational objectives.
- Conducted compliance audits to ensure adherence to established policies and procedures across store locations, and documented findings and deviations for deliberation with the immediate superior before submission to management.
- Assumed an important role as the key point-person for the selling and warehouse groups, in the comprehensive upgrade and deployment of the JDA Merchandise Management System (JDA-MMS) across all department stores and retail affiliates within the chain.
- Designed new applications with detailed specifications to meet business needs, such as but not limited to, stock clerk receiving system, daily percentage system, and incentive programs.
- Developed test scripts and scenarios to be used for user acceptance testing and executed thorough testing activities to validate system functionality and pinpoint any discrepancies or errors.
- Documented the testing results and findings by providing detailed insights on the system performance and potential areas for improvement.
- Engaged in proactive discussion with immediate superiors to review test outcomes, collaborated on resolution strategies for identified issues, and implemented necessary corrective actions.
- Administered training sessions and orientations to equip selling and warehouse managers, supervisors, and other users with the knowledge and skills required to effectively utilize new merchandising systems and applications.
- Provided hands-on support to users during the initial implementation phase of projects, assessing system effectiveness and policy compliance.
- Played a pivotal role in the preparation of the store opening schedule for the new department store by facilitating the schedule of pocket meetings, preparation of minutes of the meeting, and completion of pre-opening requirements.
- Generated insightful productivity reports and developed presentation materials to communicate key findings and recommendations.
- Projected the daily percentage requirements of the stores based on previous sales data, ensuring optimal resource allocation monthly and periodically.

Marketing Officer

Bank of Commerce - September 01, 2000 to August 15, 2001

- Successfully acquired new accounts through proactive client calls and effective telemarketing strategies, consistently achieving the branch's sales targets.
- Provided prompt and comprehensive responses to client inquiries regarding the bank's products and services, ensuring high levels of customer satisfaction and retention.
- Expertly managed the processing of multiple deposit products across different currencies, demonstrating proficiency in financial transactions and ensuring accurate and efficient banking operations.
- Maintained a high level of customer service throughout the client's banking journey.

Marketing Officer

Urban Bank – June 01, 1997 to August 31, 2000

- Assisted the branch manager in marketing the bank's products and services, contributing to the achievement of deposit targets and enhancing customer engagement.
- Demonstrated exceptional customer service skills by addressing client queries, and promptly resolving any concerns, fostering strong client relationships and loyalty.
- Managed intricate financial transactions such as money market placements and loan processing, ensuring accuracy and compliance with banking regulations while delivering seamless service to clients.
- Collaborated closely with the bank's Treasury group to analyze market trends and determine optimal rates for clients, leveraging a collaborative approach to meet client needs and maximize profitability.

Customer Service Representative

Far East Bank & Trust Company – December 01, 1993 to May 31, 1997

- Effectively oversaw the management of Managed Trust Receipts (TR) and payments, ensuring accuracy and timeliness in processing financial transactions to meet client needs and regulatory requirements.
- Skillfully prepared pre-clearances for rate approvals, demonstrating attention to detail and compliance with banking regulations to facilitate smooth and efficient operations.
- Negotiated conversion rates for TR payments from foreign to local currency, leveraging strong analytical skills and market knowledge to optimize currency exchange for clients and the bank.
- Demonstrated proficiency in financial services operations by accurately processing new accounts, money-market/investment deposits, and foreign currency trading, showcasing a thorough understanding of banking procedures and compliance standards.
- Cultivated robust customer relationships and consistently provided exceptional service by proactively assisting clients with their comprehensive banking requirements.

EDUCATION

Bachelor of Science in Mathematics, major in Actuarial Science/Statistics

De La Salle University, Manila – May 1990 to September 1993