

# Carizza Abigail Reyes

## Tactical Kaizen / Project Coordinator

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Dedicated Tactical Kaizen / Project Coordinator with a proven track record of driving organizational success through strategic planning and meticulous execution. Adept at fostering collaboration among teams and stakeholders to optimize processes and enhance business outcomes. Seeking to leverage expertise in project management, process improvement, and operational management in a dynamic Canadian workplace.

## Skills

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- Calm and professional under pressure
- Strong attention to detail with practical problem-solving abilities
- Effective communicator with clients and team members
- Proficient in various business audits
- Skilled in creating process guides and documentation
- Experienced in coaching, mentoring, and leadership
- Exceptional customer service orientation
- Proficiency in Microsoft Office Suite, including Excel, PowerPoint, Word, and Outlook
- Experienced with SAP and ERP systems.

## Work Experience

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### **Tactical Kaizen/Project Coordinator**

*International Business Machine (IBM) - Quezon City, PH*

October 2020 – July 2023

- Proactively identify opportunities for enhancing the Quote to Cash (Q2C) process through strategic process improvement initiatives.
- Lead cross-functional projects aimed at optimizing systems, refining procedures, and integrating automation to drive efficiency within the organization.
- Provide guidance and mentorship to team members, fostering a culture of continuous improvement and high-performance standards.
- Spearhead the documentation of processes and actively contribute to business audits to ensure compliance and operational excellence.
- Demonstrated a track record of success by achieving 76,000 hours of automation and process enhancement in 2021.
- Cultivate effective team communication channels and facilitate productive meetings to ensure alignment and collaboration across departments.
- Apply analytical and critical thinking skills to swiftly resolve customer issues, ultimately enhancing satisfaction levels and strengthening client relationships.

### **Senior Advisor Professional/Team Leader**

*International Business Machine (IBM) - Quezon City, PH*

January 2016 – Sept 2020

- Utilized business controls and risk assessment to make well-informed decisions.
- Led improvement initiatives by analyzing process gaps and implementing strategic enhancements.
- Regularly reviewed team metrics and performance outcomes to ensure alignment with organizational objectives.

- Effectively managed escalations and inquiries from both internal and external stakeholders.
- Facilitated impactful training sessions and knowledge-sharing initiatives to promote ongoing professional development.
- Nurtured strong customer relationships and provided mentorship to team members to optimize performance.
- Implemented new processes to enhance operational efficiency and effectiveness, contributing to overall business excellence.

### **Complex Bid Support Specialist**

*International Business Machine (IBM) - Quezon City, PH*

July 2015 – December 2015

- Identified and addressed process gaps, implementing effective procedures to optimize operational workflows.
- Provided expert support for complex deals and managed escalations with proficiency and tact.
- Collaborated seamlessly with internal and external stakeholders, fostering productive partnerships.
- Demonstrated proficiency in managing reporting responsibilities and conducting thorough metric reviews to drive performance enhancements.
- Drove professional development through well-facilitated training sessions and the creation of comprehensive educational materials.

### **Bid Support Specialist**

*International Business Machine (IBM) - Quezon City, PH*

July 2014 – June 2015

- Directed comprehensive management of end-to-end Quote to Cash processes, ensuring efficiency and accuracy throughout.
- Maintained up-to-date process documentation and delivered robust training support to enhance team capabilities.
- Expertly coordinated meetings and meticulously reviewed escalations, fostering effective communication and issue resolution.

### **Customer Service Representative**

*Expert Global Solution – Alabang, PH*

October 2012 – June 2014

- Delivered precise and empathetic customer support, prioritizing customer satisfaction and loyalty.
- Mentored new representatives and conducted thorough call quality monitoring to uphold service standards.
- Efficiently resolved customer issues, showcasing strong problem-solving abilities and dedication to service excellence.
- Provided personalized product and service recommendations to meet unique customer requirements, driving sales growth and enhancing overall customer experience.

## **Education**

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### **Canadian Equivalency Summary**

Bachelor's degree (three years)

Valid until Jun 2027

2008 - 2012

### **Bachelor of Science in Nursing**

University of Perpetual Help – Dr. Jose G. Tamayo Medical University

*Sto. Niño, Biñan City, Laguna*

## Additional Information

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### TRAINING AND SEMINAR:

#### Certifications and Training:

- Blue Core Coach: May 10, 2021
- Be Leadership: May 26, 2021
- Earning Advocacy Practitioner: October 23, 2018
- IBM Agile Advocate: April 14, 2018
- Enterprise Design Thinking Practitioner: June 27, 2017
- IBM Agile Explorer: June 27, 2017
- Advance Excel Training
- Business Control/SOX (Sarbanes-Oxley) Education
- Tactical Kaizen Volunteer Program 2019
- ERP Superuser Training, Bratislava, Slovakia

#### Badges:

- Be Leadership
- Blue Core Coach
- Earning Advocacy Practitioner
- IBM Agile Advocate
- Enterprise Design Thinking Practitioner
- IBM Agile Explorer

For badges, visit: [Credly Profile](<https://www.credly.com/users/carizza-abigail-reyes/badges>)