



JOAN LANTO

Global Content Management Specialist



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San Vicente Lipa City Baangas,
4217

LANGUAGE

- English
- Filipino

QUALIFICATIONS/AREAS OF COMPETENCE

- Graduate of Bachelor of Science in Computer Science S.Y. 2018
- Well - experienced in Content Creation
- Diverse background in the EdApp, Wisetail, Salesforce
- Had an experience developing Training materials and UAT

EDUCATION

Bachelor of Science in Computer Science
Kolehiyo ng Lungsod ng Lipa
Brgy Marawoy Dagatan Lipa City
Graduated S.Y. 2018

EXPERIENCE

Intertek Testing Services Philippines
Global Content Management Specialist
April 5, 2021- Present

- Proof reading of new or updated course materials and uploading into the training platform.
- Version control and maintaining currency in the various release platforms
- Minor updates to courses as per cases and feedback raised by trainers and student under guidance of the portfolio managers
- Platform administration (but not limited to Wisetail, Lucie, Academy, Mindflash, Learnupon, Edapp) e.g. Manage users access period, monitor customer reviews and feedback, setup new courses , support with product related issued raised by students.
- Manage the Microlearning administration tasks (adding courses to user groups on monthly bases and the overall management of subscription period.
- Support the team in technical program admin tasks where a wider programme of work is required and undertake operational, clerical, and/or administrative support tasks as assigned; serves as back-up support in the day-to-day coordination of training activities as needed.
- Project management of online course QA processes.
- Assist in design, development, and coordinating production of training modules and web based marketing, publicity, and promotional materials.

- Researches, collects, and analyzes data and prepares scheduled and ad hoc reports using database programming techniques.
- Provides technical assistance in the design and development of publications and reports through formatting, graphic design, and editing.
- Works with subject matter experts to develop outlines for new courses and/or modifications to existing courses.
- Serve as training contact for application user community related to training content and activities.
- Support the business to monitor the on-time delivery of training services
- Support Training program manager and Product Manager for product enhancements and
- User Acceptance Test (UAT) - InLight Salesforce, GSCC and Analytics.
- Identify and highlight risks and issues and escalate appropriately.

CONTACT WITH OTHERS

a. Internal

The role will primarily work with the Business Assurance Product teams which have a hub in

the Philippines but also work in USA, India and UK. As the team member gets more

experienced there will also be opportunity to interact with other teams across Intertek

including:

- Business Assurance team & Managers from Business Development, Business Lines, Regions, Countries, & Key Accounts
- IT Division, Key account managers
- Training and Technical teams within the business lines
- Marketing and business development teams

b. External

All Business Assurance external customers

Aruze Global Shared Services Philippines (Agency-Wealth link Inc. to Permanent Worker)
ISO Document Controller Staff
May 22, 2019- March 26, 2021

Duties and Responsibilities

1.) Document Management

- ·Ensure that all IMS records are properly maintained and retained based on controlled procedure
- ·Ensure that all ISO related documentation are properly registered and controlled.
- ·Manage system record management including updating of data in LaserFiche.

2.) Trainings and Awareness

- ·Conduct Documents Awareness and related trainings affecting IMS.
- ·Conduct IMS awareness for newly hired employees

3.) Audits and Verification of Action Plan

- ·Checking compliance of areas on documentation requirement
- ·Issue audit reports and verify completion of action items
- ·Participate in 6S audit proper including preparation of reports and necessary requirements.
- ·Assist on system audits conducted by internal and external party.

4.) Other Tasks

- ·Managed supplies and inventory of ISO items including monitoring of status of Quotation and Purchase requests.
- ·Prepare payments requests, hauler's pass and other necessary documentation requirement of the team.

168 Felipa Mansion

Front desk /Receptionist (Reliever)

November 11, 2018- April 11, 2019

Duties and Responsibilities

- Maintains security and telecommunications system
- Include checking guests in and out, issuing keys, taking reservations by telephone or email, preparing bills and dealing with payments
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Provide guests with information, answer their queries and deal with complaints
- Ensure that guests and visitors are satisfied with their stay
- Report to the Manager on the status and updates based on the number of guests



THE RESULTSCOMPANIES
Customer Service Representative
June 11, 2018- November 01, 2018

Duties and Responsibilities

1.) Document Management

- Interact with customers through telephone on behalf of an organization.
 - Provide information about products and services
 - Respond to customer complaints, and process returns
 - Follow the KPI per account to resolve customer complaints and concerns
 - Protect customer personal information
 - Ensure that customers are satisfied with products, services, and features.
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