

# Joana Paula Barcelon

Quezon City | Mobile: (63) 9662835053 | Tel: (8) 573 7439

[joanabarcelon@gmail.com](mailto:joanabarcelon@gmail.com) | [linkedin.com/in/joana-paula-barcelon](https://www.linkedin.com/in/joana-paula-barcelon)

## PROFESSIONAL SUMMARY

---

Accomplished Project Management Officer with experience of forecasting, billing, reporting, and maintaining confidentiality. I am passionate about Client Success. I am seeking a long-term relationship in this Industry and bring my relevant skills to a high performing team.

## WORK EXPERIENCE

---

### **Concentrix Philippines – Eastwood City**

*Project Coordinator*

*03/2023 – Present*

- Schedule resource assignments for project tasks.
- Serve as the first point of contact for Clients, Stakeholders and Sub-contractors Technicians.
- Coordinate with Techs on deployment process for project quality.
- Ensure that all project deliverables are met accordingly.
- Project and task specific logistics confirmation validating equipment orders, staging and delivery.

### **IBM Business Services – Eastwood City**

*Project Management Specialist*

*01/2019 – 10/2021*

- Plan, schedule, and oversee projects to be completed within the budget.
- Monitor and report on project progress to the project team.
- Perform reports, invoices, billing, contracts, and other financial documentation.
- Provide first level support, coordinates meetings and facilitates communication between project stakeholders.

### **IBM Business Services – Ortigas City**

*Technical Support*

*06/2018 – 12/2018*

- Troubleshooting network problems, diagnosing, and solving software and hardware faults.
- Provide support to Hotel Managers for any IT related problems.

### **Bizbox Inc. – Makati City**

*Technical Support*

*09/2017 – 04/2018*

- Logging the queries of customers through phone and email submission
- Resolve technical issues related to company owned sites.

## EDUCATION

---

### **AMA Computer College**

*Bachelor of Science in Information and Technology*

*2017*

## RECOGNITION

---

- Rockstar 4<sup>TH</sup> Quarter (2023)
- Top 2 Performer Award (2017)

## KEY SKILLS

---

Agile Project Management, PMA, PMO, Billing, Client Management, Field Nation, Finance Forecasting, IBM Cognos Reporting, ILC-Clarity tool, Invoicing, Lotus Notes DB, Microsoft tools, Onboarding, PMO Inbox, Pricing Analysis, QuickBase DB, Risk Management, Scheduling.

## REFERENCE

---

*Upon Request*