

Ana Lynn Ibabao

Business systems specialists

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SUMMARY

Versatile and goal-oriented Business system specialist with more than 14 years of professional experience in various lines of business process as well as project management, data analysis, monitoring, reporting, documentation, business data gathering, and process creation.

TECHNOLOGY OVERVIEW

Systems Workspace, Power BI, Tableau, Outlook, and MS Office 365; MS Word, MS Excel, MS PowerPoint.

Software Service Now, Active Directory, Medallia, Cognos, and Datalink.

Applications and Tools Amazon Connect, Verint, eWFM, LivePerson, Livox, Avaya CMS, RTA, and FDR

WORK HISTORY

Genpact LLC, Philippines

2015 – Present

Business systems specialists

- Operates database management systems to analyze data and perform data mining analysis.
- Analyzes information systems processes, and propose customized solutions to improve performance and efficiency.
- Reports the call volume, daily attendance, and schedule break adherence.
- Provides and investigates ongoing feedback from clients and may schedule meetings as needed.
- Optimizes the schedule of agents of various lines of business to increase overall process efficiency.
- Confer with clients to identify and document requirements.
- Design, develop, integrate, test and implement information systems business solutions.
- Identify, analyze and document discrepancies and ensure that appropriate adjustments are made.
- Collect and analyze data to identify areas for improvement within an organization's IT infrastructure.
- Act as a liaison between the business units, technology teams and support teams.
- Provides advice on information systems strategy, policy, and management, security and service delivery.

Genpact LLC, Philippines

2014 -2015

Process Developer 100 / Recovery Back office

- Categorized emails and reported them to their appropriate department.
- Investigated and tracked concerns and kept the records intact.
- Maintained and reported daily transaction data in MS Excel sheets via shared drive.
- Prepared daily/weekly reports for different departments as per their standard formats.
- Assessed daily query and complaint emails by following standard procedure.
- Updated the report formats as per the instructions from the higher management.
- Received transaction data and reorganized it for analysis as per the SOP.
- Communicated with HR/ departments/agents to remove any discrepancy in the received data.
- Inspected results and documented fluctuations in the computed values compared to the values.
- Reported analysis results with personal comments to higher authority for further processing and investigating.
- Updated and design the standard formulae and templates by monitoring the periodic modifications in the government policy for the finance sector.
- Managed team-scheduled breaks and planned time out.
- Design and report forecasted team scorecards based on performance on a weekly report.
- Top Performer awardee 2015.

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Genpact LLC Philippines**2013 - 2014****Subject Matter Expert Trainer/ Process Developer 100**

- Supervised and trained a scope of agents for the process of the calls and database.
- Created and instructed outlined discussion to Process Associates.
- Issued sample good calls to new agents and educate proper procedure of the calls.
- Assessed agents according to their performance.
- Coached agents regarding the call flow.
- Generated reports and designed statistics reports/ forecast scorecards.
- Verified and approved express payment over the phone.
- Design visual activity to motivate process associates.
- Received supervisor-escalated calls and resolved them.
- Reported forecasted score card bi-weekly and end of the month.

Genpact LLC Philippines**2010 -2013****Process Developer**

- Handled escalated calls.
- Answered calls from inbound and outbound with good customer service.
- Verified express payment over the phone.
- Processed transactions with accuracy and speed.
- Analyzed and validated data processes to arrive at the expected result per business rules.
- Investigated and handled customer service, technical support, and collection accounts.
- Researched billing issues like misapplied payments and resolved them.
- Participated in routine communications with clients to ensure complete customer satisfaction.
- Assisted new agents in navigating software and concern of the customers.
- Resolved customer concerns and reached a particular department for immediate action procedures.
- Awarded Agent of the year.

Genpact LLC Philippines**2009 - 2010****Process Associates**

- Rising star awardee 2009
- Collected and processed payments over the phone.
- Handled secure information and accurately entered it into a database.
- Performed transactions on a set of calls and ensured standard operating procedures.
- Ensured that issues during process execution escalated effectively to the immediate supervisor.
- Provided the required inputs in time to enable the team to process the task efficiently.
- Handled technical concerns and collection accounts.
- Researched billing issues and misapplied payments.
- Educated clients about their accounts and processed transactions per customers' concerns.

ClientComm Philippines**May – Dec 2008****Call center associate****Philippine Long Distance Telephone Company, Philippines****2004 - 2006****Telemarketer/ Customer Service Representative****EDUCATION****Technological University of the Philippines-Manila**

- Diploma in Electronics and Communications Engineering Technology

SCHOLARSHIP: Department of Science and Technology Scholarship.

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