

Jarolyn Reyes Colar

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714 S-5 Vizcarra St. Malibay, Pasay City

PROFESSIONAL SUMMARY

Experienced in project management including troubleshooting, problem-solving, and critical thinking. Highly skilled in communication, collaboration, and technical reports. Currently studying data analysis to explore different career environments and expand my skillsets.

WORK EXPERIENCE

SERVICE FACILITY ASSOCIATE III

March 2019– Present

PLDT INC. | Ramon Cojuangco Building, Makati Ave., Makati City

- Does pre-activation of subscriber ports during pre-implementation of Provisioning Requests (PR) or Warranty Assurance Requests (WAR).
- Assists in addressing automation fallouts of facilities database through manual facility assignment.
- In cases of PR or WAR (new install / restoration) fallouts, provides back-end / remote assistance to CX SDAs for timely activation of subscriber-related service.
- Updates node/s status in the system within the assigned area of responsibility.
- Coordinates with WMA in posting of finished PRs and WARs done by CXSDAs to the system (e.g. Clarity)
- Performs relative verification of circuit assignments and utilization using system/tools and NAP clean up of facilities inventory and system records
- Corrects and updates port configuration and system assignment during Audit
- Performs line verification and check line condition of subscriber lines through Netman 4k and Huawei NCE
- Handles timekeeping and coordinates team for manpower scheduling
- Prepares team's accomplishment report (SOD and EOD)
- Performs other related duties and responsibilities that may be assigned from time to time.

PROJECT ENGINEERING ASSISTANT

September 2017– June 2018

Serflex Inc | 5438 South Superhighway, Bangkal 1233 Makati City

- Responsible in the accurate configuration of migrated lines from existing network (voice and DSL profile) to New Technology (NGN/FTTH) soft switches, and with all its current service features intact.
- Execute the SPS loading of subscriber lines with data services.
- Assist in the migration of FTTx subscribers.
- Responsible in the preparation of the script needed for uploading to the Softswitch.

EDUCATION

BS ELECTRONICS COMMUNICATIONS ENGINEERING

June 2013 – October 2016

Technological Institute of the Philippines

BT ELECTRONICS ENGINEERING TECHNOLOGY

June 2010 – April 2013

Technological University of the Philippines

TRAININGS AND CERTIFICATES

- Adaptive Project Leadership, Emotional Intelligence, and Leading without Formal Authority
- PPGIS–Point of Insertion (POI) Training
- FTTH Outside Plant Engineering Basics Training
- Digital Field Operation/OFSC Training
- Enterprise Simple Services Insourcing Back-end Training
- Basic Provisioning via NCE–FAN Training
- Service Management Platform (SMP) Express Training
- Activators Training
- Nap Inventory Training
- Standard Installation and VAS Assessment and CXSDA VAS Training

PROFESSIONAL CREDENTIALS

Licensed Electronics Engineer

Licensed Electronics Technician

SKILLS

- Coordination/Management
- Timekeeping
- Flexible
- Time Management
- Problem Solving

REFERENCE

REYMUND ORCINO

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