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RIA ANTONETTE D. CAÑETE

CAREER SUMMARY

Experienced professional in the Technology Industry, driven for excellence and result oriented individual with commendable work performances in areas requiring both professional expertise and leadership skills.

CORE COMPETENCIES

Technical and functional expertise, innovation, performance, leadership, business operations, database management, data analysis, administrative and customer service skills. Has a very strong electronic aptitude from PC Software, Web Applications and Hardware installation, configuration, troubleshooting and maintenance.

PROFESSIONAL EXPERIENCE

Orca Realty Inc. — *Business Operations & Systems Consultant*

November 20, 2023 – Present [Project based, after completion I'm now connected to
them mostly for consultation only]

- Identifying operational requirements and opportunities for improvement.
- Gathering information by observing workflows, company reports, looking at data-analytic etc.
- Helping their developers team develop internal custom applications, custom reports , workflows, API integration, automation, and implement new software.
- Assist on training admin assistants for Social Media Management.

Octo Pro Wash Inc. — *Systems Analyst*

June 26, 2023 – Present [Project based, after completion I'm now connected to them
mostly for consultation only]

- Created internal custom applications, custom reports, workflows & setting up API integration & automation.

- Configured Internal Systems
- Assisted Troubleshooting Systems [House Call Pro, Go High Level, Call Rail & other tech stacks]
- Assist them on running Facebook Ads

ShopSolarKits.com — *Virtual Ops Assistant/Business Operations Analyst*
June 09, 2021 – May 13, 2023

- Determining appropriate methods to analyze operations, relevant information, and data.
- Documenting findings, preparing reports, and making recommendations.
- Developing new processes and procedures to enhance operations.
- Working with managers and employees to implement changes.
- Training employees to use new systems or follow new processes.
- Determining the effectiveness of new processes.
- Establishing and maintaining quality standards.
- Ensuring compliance with regulatory standards.
- Facilitating onboarding and training new hires.
- Creating Slack & Zapier integration workflows.

Urban Mood — *Virtual CS Lead/Finance Office*
August 2019 – August 10, 2022

- Coordinate with internal deployment team to maintain all database for live sites and provide update for all merchandisers and distributors.

- Supervise all projects and efficient working of all team members and clients and assist to identify and resolve all issues efficiently for all projects.

- Coordinate with implementation manager and monitor all phases of projects and maintain all project objectives within required timeframe and budget requirements.

- Reconcile payments from different payment channels

- Process Refunds

- Supervise all CS Staff and make sure they complete their deliverables and monitor their performances. Make sure SOPs are being followed.

- Create SOPs and find ways to efficiently manage team, projects and customers.

NCR Corporation, Cebu, Philippines — *Project Coordinator Analyst*

MARCH 2017 - APRIL 2019

- Plan and execute all information systems on various platforms and maintain track of all shipments and orders.

- Prepare an installation guide and maintain status of all plans and design and efficient rollout schedule.

- Maintain rollout schedule for implementation projects and document all processes and recommend improvements to same.

SYKES ASIA Inc., Cebu, Philippines — *SME / Product Trainer*

AUGUST 2014 - FEBRUARY 2017

- Manage escalation calls from Technical Support Representatives.

- Conduct technical coaching and feedback with the agents.

- Conduct short training classes, refreshers and assessments to ensure that current process handling is in line with updated resolutions.

- Develop and enhance current processes and troubleshooting to make it more efficient and accurate.

- Review agent's performance during nesting and provides necessary feedback and coaching to meet and exceed client's metrics. Review agent's individual performances and recommend termination if necessary.

EDUCATION

AMA Computer Learning Center, Mandaue — *Bachelor of Science in Information Technology* (JUNE 2017 – AUGUST 2021, Cebu)

University of Visayas, Main Campus — *Bachelor of Science in Criminology* (JUNE 2013 – MARCH 2014, Cebu)