



JARDINE BODIOLA

A hemorrhagic stroke survivor and a skilled professional.

A Continuous Improvement Professional with profound experience in the execution of Quality Assurance Management and Systems, DMAIC Lean Six Sigma process, Project Management, Agile Practices and Methodology, Data Analysis / Analytics, Cognitive Ideation and IBM Design Thinking. An awardee of August 2015 ASEAN Make A Difference for best practices sharing among other countries participated within IBM Asia Pacific region. Also, have several recognition on Team Excellence for Innovation Methodology and Agile Practices and an awardee of 2013 IBM Top Talent and 2012 IBM Pillar Awards.

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Address

Janiuay, Iloilo

Education

BACHELOR OF SCIENCE IN
MEDICAL TECHNOLOGY
University of San Agustin,
Iloilo City 1998
Finished 1998

Expertise

Computer Literate
POS computer
application
Premiere Computer
System
Magellan Computer
System
Analytical Person,
Communication Skills

Language

English

Filipino

Licences

Registered Medical
Technologist
Issued by Professional
Regulation Commission
Current

WORK EXPERIENCES

FREELANCE CLIENT PROJECT MANAGER AT INTERNATIONAL AI SPACE

Nov 2023 - Jul 2024 (9 months)

A freelance project manager of AI space. Incharge in program coordination and tasks management of foreign clients.

ACCOUNT MANAGER AT TELSTRA

Aug 2019 - Oct 2022 (3 years 3 months)

EMEA Account Manager handling international clients of Continental Europe. Manages B2B sales and EMEA accounts

PROGRAM MANAGER / ITERATION MANAGER - INFRASTRUCTURE SERVICES NORTH AMERICA AT IBM BUSINESS SERVICES, INC.

Jun 2016 - Aug 2019 (3 years 3 months)

The Infrastructure Services program manager manages client engagement and project management, leading the Manila Proposal Team and coordinating with North America Technical Solution Architects. Manages proposal wins, revenue recognition, and maintain strong coordination with the delivery team also act as Brand Innovation Lead and Iteration Manager for Accelerate.

ITERATION MANAGER AT IBM

Jun 2016 - Jul 2019 (3 years 1 month)

An RFS (Infrastructure Services) program manager handling client engagement and project management. In charge of the overall deliverables per timeline of North America clients and project executives. Lead the local project team to work on phases in timely manner. Performs RCA on defects found during execution and engage the global team in the project status reporting. Adhoc as the Brand Innovation Lead for process simplification and improvement through agile methodology, lean six sigma and cognitive build. Also, an Iteration Manager for Accelerate strategy leading the agile ceremonies of IND IS NA sector squad.

WORK EXPERIENCES

Project Manager at IBM Business Services, Inc., Philippines
Mar 2015 - Jun 2016 (1 year 4 months)

A Continuous Improvement PM who is responsible for the review and analysis of all projects initiated based on the methods used by a specific brand. Identifies areas of improvements through data gathering and quantitative/qualitative analysis. Work with productivity leads in building project charter, oversee project status/health and conduct activities or brainstorming through interactive approach that will enable practitioners to generate ideas/initiatives.

Bid Manager at IBM
Feb 2014 - Mar 2015 (1 year 1 month)

Back Office bid management for IBM Asia Pacific sales team. Manages end to end transactions with sellers, approvers, pricers, clients and IBM internal department. Oversee the 100% compliance per process guidelines and meet the required SLA for each transaction.

Asia Pacific Bid Manager at IBM Business Services, Inc., Philippines
Feb 2014 - Jan 2015 (1 year)

Back office support of IBM Asia Pacific Sales Team. Manages End to End transactions together with sellers, approvers, clients and IBM internal departments. Oversee the 100% compliance per process guidelines and to meet the required SLA for each request

Quality Assurance Analyst at IBM Global Process Services (Shared Services)
May 2013 - Feb 2014 (10 months)

Lead Quality Assurance Analyst for Shared Services - Hardware Server Group. Functions as lead analyst, creates action plans and formulates analysis to improve the internal quality scores of Operations. Monitors all transactions of Bid Support reps and makes sure that bid processing is within the quality standard process/procedures/guidelines provided by the company and the client. Brainstorms with Operations Manager, Team Leads and Training department to initiate action plans if there's any identified areas for improvement.

Quality Assurance Analyst at IBM
Mar 2013 - Feb 2014 (1 year)

Functions as lead analyst, creates action plans and formulates analysis to improve the internal quality scores of Operations. Monitors all transactions of Bid Support reps and makes sure that bid processing is within the quality standard process and guidelines provided by the company and the client. Brainstorms with Operations Manager, Team Leads and Training department to initiate action plans if there are any identified areas for improvement.

Bid Management Lead (IBM Sales Transaction Hub) at IBM Global Process Services, Philippines
Aug 2011 - May 2013 (1 year 10 months)

Aligned on the Hardware department of IBM and managing sales transactions from IBM sellers in the US. Review deals/bids from submission, ordering, purchase and upto delivery of the machine/s. Analyze initial request/s prior to processing for accuracy and create an open communication with US sellers to keep updated on their deals.

Management Lead at IBM
Aug 2011 - Mar 2013 (1 year 8 months)

Aligned on the IBM Systems Hardware department managing sales transactions from North America sellers. Review deals or bids from submission, ordering, purchase till delivery of DW the machines. Analyze initial requests prior to processing for accuracy and create an open communication with US sellers to monitor deal status.

WORK EXPERIENCES

**Quality Assurance Lead at IBM
Daksh Business Process
Services Phils. Inc.
Dec 2009 - Aug 2011 (1 year 9
months)**

Lead Quality Assurance Analyst of a BPO/Contact Center account. Functions as lead analyst, creates action plans and formulates analysis to improve the internal quality scores of Operations. Monitor calls as well of agents and makes sure that all transactions whether thru phonecalls, email or chat is within the quality standard process procedures/guidelines provided by the company and the client. Brainstorms with Operations Manager, Team Leads and Training department to initiate action plans if there's any identified areas for improvement.

**Quality Assurance Analyst at
Telus International Philippines
Jul 2008 - Nov 2009 (1 year 5
months)**

Monitors agent transaction be it through an inbound call, outbound call, email chat or internal call. Ensures that all types of transactions done by the agent is done in accordance to the account and company policies. Gives feedback through form of coaching and team huddles. Produces reporting to equip the Training team and the Operations team on which areas of opportunities agents, teams, accounts have. Lastly, brainstorms with Training and Operations to create short and long term action plans to address identified oportunities

**Customer Relations Officer at
United Premas Pte Ltd (Aloha
Resorts), Singapore
Jul 2007 - Nov 2007 (5 months)**

A supervisory job in a hospitality institution rendering quality customer service to both Civil Servants and Members of the public. Handling checking-in and checking-out of guest at the resort. Managing positive feedback in handling guest/customer complaints. In-charge also of the operational/administrative works such as billings, feedback monitoring, customer management, hotmail and hotline.

**Customer Service Executive at
International SOS Pte Ltd,
Singapore
Nov 2006 - Jun 2007 (8 months)**

A 6-month project based job opportunity in a multi-account company engaged in medical assistance. Managing inbound and outbound calls supported by customer service agents rendering services for Medical Evacuation of patients world-wide, Repatriation of Mortal Remains, Medical Services, Medical Referral, Medical Advice, Medical Arrangements etc. Monitoring quality calls of every agent for assistance. Conducts coaching sessions and best practices techniques on call handling to individual agents. I undergone training on quality customer service handling several corporate and enhancement clients world-wide. Thus, making International SOS the best among the assistance companies around the world. We have several alarm centers stationed in different countries to better assist patients and clients for their needs and we communicate through our dedicated phonelines for support assistance.

**Customer Care Specialist at IBM
Daksh Business Process
Services, Philippines
Dec 2005 - Sep 2006 (10 months)**

Handling Early Life Clearpay customer of Sprint for billing disputes and account information. Activating new subscription and upselling attachable options or additional services to customer. Providing good customer service for customer satisfaction. Assigned a task to be one of the OIC to coach, monitor calls, motivate and manage agents on the account.

**Provider Claims Associate at
TeleTech Management Solutions,
Philippines
Feb 2005 - Dec 2005 (11 months)**

Handling Blue Shield of California-ITS Department. Provide Claims status for providers and send emails to homeplan to verify denials of the claim. Do callbacks to providers if homeplan answered their claims information

WORK EXPERIENCES

**Customer Service Representative
at Teleperformance USA,
Philippines**

Oct 2004 - Feb 2005 (5 months)

Inbound call center agent for foreign accounts. Handling sprint account for activations, consumer general information and clear pay/non-pay disconnect clients. Making sure of customer satisfaction level and assuring continuous patronage of the customer for choosing sprint

**Medical Technologist at PCP
MEDICAL & DIAGNOSTIC
CLINIC**

Jan 2003 - Dec 2003 (1 year)

In charge of overall laboratory procedures in diagnostic department. Supervise send out laboratory request to other affiliated clinics. Handles the marketing team to increase clinic clients. Manages pre-employment and annual physical laboratory examination for aligned companies.

**Head Medical Technologist at PCP
Medical and Diagnostic
Clinic, Philippines**

Jan 2003 - Dec 2003 (1 year)

Incharge of over-all laboratory procedures in diagnostic department. Supervise send-out request to other affiliated clinics. Doing sales promotion also to increase company clients. In-charge of the laboratory examinations of patients for pre-employment and annual physical examinations for companies.

CHARACTER REFERENCES

Anna Rodulfo
Innovation Manager at IBM

Emmalyn Enriquez
Colleague at IBM

AWARDS AND RECOGNITION

WINNER/AWARDEE,
AUGUST 2015 ASEAN MAKE A DIFFERENCE

TEAM EXCELLENCE AWARDEE FOR INNOVATION
METHODOLOGY AND AGILE PRACTICES

2013 IBM TOP TALENT

2012 IBM PILLAR AWARDEE
FOR HIGHEST SALES REVENUE