

Kevin Johnua Fortuno

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Block 14 Lot 11 Greenvalley, Subd., Pacol, Naga City, 4400

BUSINESS MANAGEMENT & ANALYSIS

Experienced professional with proven skills in facilitating complex data analysis with use of statistical tools to support hypotheses. Brave challenger seeking improvements in ways of working and putting actions in place to deliver planned outcomes. Excellent team player with expertise in delivering great coaching sessions to new and existing employees.

KEY COMPETENCIES

Process improvement	Report writing and presenting	Strong interpersonal skills
Data-driven strategic planning	Critical thinking skills	Proactive and self-motivated
Root Cause analysis	Excellent communication skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

The Saffron Solutions

May 2024 - March 31, 2025

Patient Engagement Officer, Virtual Assistant

Specializes in appointment setting coordinates and schedules patient appointments, confirms and reschedules as needed, and ensures clear communication about appointment details. Maintains accurate records, follow up on missed appointments, and resolve scheduling conflicts while upholding confidentiality standards to enhance patient satisfaction and ensure timely access to care. Also navigates CRM and other tools for a streamlined workflow between the client and the patients.

Concentrix Philippines

September 2021 - May 2024

Sr. Quality Analyst | Account POC

Tasked to make analyses, evaluations, and projections of critical metrics for risks management and impact mitigation. Also created dashboards and essential reports using Microsoft Excel. Furthermore, managed to facilitate a meeting with the upper management and received commendations.

Sutherland Philippines Inc.

July 2019 - September 2019

Customer Service Representative, Telco Account

Handled both inbound and outbound customer calls, providing assistance while demonstrating empathy and building strong connections with callers. Documenting customer interactions and maintaining detailed records in the company database. Collaborating with other departments to resolve complex issues.

EDUCATION & CERTIFICATIONS

Undergraduate of Business Administration

Major: Human Resource Management
Naga College Foundation

Undergraduate of Development Communication

Ateneo de Naga University

Graduate of Accountancy, Business, & Management

Naga City Science High School

CERTIFICATIONS

HIPAA Compliance

USA-based accounts

President, Community Youth-led Volunteers

Pacol Youth Volunteers

Awards Received

With Honors

- Best in Research (Strand-Wise)
- Best in Communication Arts
- 2-time Radio Broadcasting Champion