

John Eric P. Taduran II

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PROFESSIONAL SUMMARY

Dynamic and results-driven professional with extensive experience in operations and human resources management. Proven expertise as an Operations Coordinator, Operations Supervisor, HR Supervisor, and Operations Manager, showcasing a strong ability to streamline processes, enhance efficiency, and foster a collaborative work environment. Adept at strategic planning, project management, and employee development, with a track record of driving organizational success and operational excellence. Demonstrated proficiency in optimizing workflows, managing cross-functional teams, and implementing best practices to achieve business objectives. Committed to continuous improvement and adept at leveraging analytical skills to solve complex challenges and deliver sustainable results.

SKILLS

- Process Improvement Initiatives
- Coach to success
- Team Monitoring
- Proficient with Microsoft Applications
- Quality Deliverables
- Team Member Motivation
- Continuous Improvement Projects
- Performance Improvement
- Upskill / Team member refresher
- HR Duties & Responsibilities
 - Recruitment
 - Managing Employee relations
 - Administering Payroll
 - Managing compensation and benefits
 - Handling disciplinary actions
 - Ensuring compliance with labor laws and regulations
 - Overseeing training programs
 - Payroll processing

WORK EXPERIENCE

Customer Support Manager | Panoptyc (USA- Remote)

October 2024 – December 2024

- Managed Support department
- Aligned process for inter-department handoffs
- Data Analysis on historical and current issues of clients
- Identified swim lanes for the support department
- Coaching
- Reported directly to the VP of Ops
- Case tracking and follow ups
- Revised support processes
- Added a new framework on how transactions are handled

Operations Coordinator | Storage Scholars (USA - Remote) Part time

February 2024 – May 2024

- Storage unit rentals
- Logistic Rentals
- Operations real time support
- B2B transactions
- Logistics tracking

Campus HR Supervisor, Logistics Coordinator, Operations Supervisor | Greenbox Storage LLC (USA - Remote)

January 2023 – December 2023

- Weekly branch calls across 18 sites to check efficiency and branch performance
 - Weekly coaching and review action plans to ensure success
- Review timesheet details for payroll purposes
- Run and analyze data for weekly performance review
- Process reimbursement requests from branches
- Logistics reservation and bookings
- Handled company expenses
- Manages the ADP payroll system
- Recruitment
- New hire Onboarding
- Quarterly Tax Filing
- Developing workplace policies and procedures
- Analysis and forecasting for future business expansion

Senior Operations Manager | Blumes Flowershop

February 2017 – December 2022

- Effectively manage costs to support the company's finances and investments.
- Managed the day-to-day operations of the company or business unit.
- Managed the people side of the organization, which includes responsibilities such as
- interviewing new employees, developing strategies for developing talent at all levels,
- and coaching organizational leaders.
- Spearhead the development, communication and implementation of effective growth
- strategies and processes.
- Set challenging and realistic goals for growth, performance and profitability.

Assistant Manager Operations | Convergys Philippines

Davao City - March 2015 - January 2017

- Reported on updates to project specifications and progress.
- was appointed as POC for site scorecard (monitoring, updating and identifying outliers)
- Handled transition agents coming off from training
- Facilitated client calls
- Assigned as MOD (Manager on duty)
 - Monitored SLM (Service Level Metrics)
 - Handled staffing projection as needed
 - Runs a report on a daily basis to check on action plans that needs to be revisited
 - Cluster POC

Assistant Manager Operations | VXI Global Holdings Davao

Davao City - January 2013 - March 2014

- Reported on updates to project specifications and progress.
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.
- Created a dev plan for each agent and had 4 agents promoted during my stint with the team
- Top MRSP team across all vendors

Assistant Manager Operations Trainee | Convergys Philippines

Cebu City - February 2010 - November 2012

- Participated in cross-functional team-building activities.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Supervised administrative team members and provided constructive feedback, resulting in higher morale and increased employee retention.
- Implemented project management techniques to overcome obstacles and increase team productivity.
- Consistently passed CSAT and Team attendance 7 months consecutively

Technical Support Representative | Synnex - Concentrix

Davao City - November 2008 - September 2009

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided Tier 1 IT support to technical issues by customers.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Configured hardware/software and granted system permissions by customers.

EDUCATION

- 1990 – 1996 - San Beda College Alabang (Primary Education)
Alabang, Muntinlupa City Philippines
- 1996 – 2001 - Ateneo de Davao University (Secondary Education)
Matina, Davao City Philippines
- 2001 - 2005 - Ateneo de Davao University (Tertiary Education)
Jacinto, Davao City Philippines
 - Bachelor of Science in Electronics and Communication Engineering (Undergrad)