

GLENN PAUL GALLEGO

gpaulgallego@gmail.com | +971509126988 | Dubai United Arab Emirates

PROFESSIONAL SUMMARY

Versatile PMO Coordinator with background successfully executing diverse project tasks to meet deadlines. Highly skilled at communicating with colleagues, monitoring status and achieving key milestones. Enthusiastic problem solver and talented team player with superior planning and decision-making skills. Also, a Motivational Learning and Development Specialist excited to develop successful training plans that meet dynamic company and employee needs. Accustomed to collaborating with managers to hone in unique requirements. Prepared to bring critical learning and development abilities developed over 10-year career to a growth-oriented role.

SKILLS

ITIL Framework

Instructional Strategies

E-learning development

Client Relations

Facilitation Techniques

Coaching and Development

Knowledge management

Organizational Development

Strategic Planning

E-Learning Design

Needs Assessment

Learning Management Systems

WORK HISTORY

Jan 2024 - Current

Financial Advisor

Zurich International Life

- I build strong relationships with clients, fostering trust and loyalty in managing their financial portfolios
- I educate clients on various financial matters and provide professional recommendations on investment opportunities, products, and services based on each clients' individual needs
- I develop personal rapport with each client to maintain their trust, loyalty and establish long-term accounts
- I periodically meet with clients to discuss assets, expenses, and long-term and short-term investment goals to devise personalized financial plans
- I establish new client relationships by conducting thorough needs assessments during initial consultations
- I develop comprehensive financial plans for clients to achieve short-term and long-term goals.

Mar 2023 - Nov 2023

PMO Project Coordinator

Aujan Industries Company

- I streamlined communications and collaboration between team members resulting to 98% project accuracy and efficiency
- I managed stakeholder expectations and delivered results according to agreed timelines making the stakeholder satisfaction score above 95%
- I have successfully executed strategic projects aligned with business goals
- I conducted post-project evaluations to identify lessons learned and inform future initiatives for continuous improvement efforts
- I coordinated cross-functional teams resulting to 100% timely completion of project milestones
- I collaborated with senior leadership to define project goals and align them with organizational objectives
- I have created training plans and facilitates training based on user/business needs
- I have created digital marketing communications and ads for new and existing projects using different tools such as Adobe Creative Suite and Microsoft Applications which helped gain 100% adoption rate of newly established processes.

Sep 2016 - Mar 2023

Center of Excellence - Process Lead

Infosys BPM - Manila, Philippines

- I collaborated with other departments to address any interdepartmental challenges or discrepancies in a timely manner.
- I have managed teams effectively, fostering an environment of open communication and collaboration for better overall performance.
- I evaluated process performance metrics, identifying areas requiring improvement or optimization for increased efficiency.
- I have delivered quality assurance by enforcing strict adherence to established guidelines and conducting regular inspections of final products.
- I managed Service Desk engagements ensuring that day-to-day operations are handled according to agreed SLA, OLAs and Timelines.
- I evaluated, created and improved knowledge management processes of each engagement and implement a new or improved KM process as needed
- I led project of different stakeholders and ensured process compliance.
- People Management: ensures account supports (Team leads, SMEs, Quality etc.) and agents are provided proper coaching and ensures that their performance meets and exceeds the account and client expectations.
- I interfaced with customer to support with the resolution of escalations/ complaints and to clarify issues for it to be fixed in a timely manner and with adherence to SLA

Nov 2012 - Aug 2016

Senior Application Support Specialist

Accenture

- I collaborated with cross-functional teams to resolve high-priority incidents, minimizing downtime for critical applications with 98% resolution rate
- I established strong relationships with key business stakeholders, fostering a collaborative environment for addressing and resolving application challenges
- I participated in application testing cycles to identify defects and validate fixes before deployment into production environments
- I provided remote support to global users across different time zones (APAC, EMEA, Americas), ensuring round-the-clock availability of critical applications
- I optimized application configurations for improved stability and reliability during peak usage periods with little to no downtime
- I was a part of Change Advisory Board as required to represent the Change
- I have executed MIMP (Major Incident Management Process) for critical incident/s, gather information and properly document all gathered information.

Nov 2012 - Aug 2016

Learning and Development Trainer

Accenture

- I have facilitated virtual, in-person and blended learning sessions for staff and C-level employees, with 100% passing rate for all trainees/participants
- I tracked employee progress throughout development programs, providing timely feedback for adjustments as needed
- I streamlined onboarding processes, reducing time spent in training without compromising quality
- I collaborated with leadership to identify skill gaps, resulting in tailored development solutions
- I maintained up-to-date industry knowledge through research and networking events, applying best practices to in-house training strategies
- I enhanced employee performance by designing and implementing targeted training programs
- I aligned training initiatives with organizational goals, ensuring strategic relevance in all programs
- I have designed competency-based assessments to measure learning outcomes and drive performance improvements.

Feb 2010 - Nov 2012

- I prepared reporting and documentation in MS Office Applications and

Senior Administrative Officer

Sykes Asia

company applications to support effective divisional, functional and strategic business activity

- I partnered with HR to implement and monitor policies and procedures and recommend changes
- I have provided continuous quality review and spearheaded procedures and processes for program improvement
- I expertly organized logistics for functions both within and outside of organization
- I acted as a backup for other administrative assistants by providing task support and adapting to individual needs
- I have developed and maintained productive relationships with internal and external stakeholders to support increased business
- I have coordinated training for new team members, overseeing onboarding details and designing framework for future acquisitions
- I arranged business travel details for company executives on a moment's notice.

Mar 2007 - Dec 2009

Training Specialist

Teleperformance

- I evaluated training effectiveness using feedback surveys and assessments, making continuous improvements as needed
- I enhanced employee performance by developing and implementing comprehensive training programs
- I have developed training handbooks, computer tutorials and reference materials
- I acted as POC for Tier 2 Escalations regarding different Tech Support issues
- I handled and managed Tier 2 team that supports Tier 1 agents in operations
- I handled critical client escalations in relation to their products and services concerns
- I attended weekly and monthly governance to provide reports and updates for the team's performance.

EDUCATION

Bachelor of Science in Computer Science

Manila Central University | Manila, Philippines

CERTIFICATIONS

- ITIL Foundation v4 - 2022
- Lean Six Sigma Yellow Belt (Internal) - 2020
- Agile Methodologies - 2019
- ITIL Foundation v3 - 2014
- Microsoft Certified Professional - 2014
- Microsoft Certified Specialist - 2014

ACCOMPLISHMENTS

- Reduced turnaround time for incident handling by creating and implementing a knowledge management process
- Reduced HR processing time for employee document request by pioneering and implementing an automated document processing software
- Awarded Best Communications Skills Trainer and Technology Trainer for 3 consecutive years in Accenture (2012-2015)
- Awarded 2017 Best Domain Excellence Team and 2018 Best Domain Excellence in Customer Service for being a trainer
- Awarded 2021 Titanium Category in BPO Automation and Digitalization Category. For Text to Speech and Smart Chatbots