





# ROSELYN P. DECANO

Certified Lean Six Sigma Green Belt

## CONTACTS

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 1139 San Diego St.  
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## SKILLS

- Project Management & Execution
- Cross-Functional Team Coordination
- CRM Management
- Operations & Site Management
- Stakeholder & Client Communication
- Timeline & Resource Management
- Budget Tracking & Cost Control
- Data Analysis & Reporting
- Market Research & Site Proposals
- Risk Management & Problem Solving
- Process Improvement

## Language

- English
- Filipino

## OBJECTIVE

To be part of an organization where I can utilize my skills and knowledge to add value, grow alongside the company, and contribute to achieving its objectives.

## EDUCATION

Access Computer College

Computer Science

9 Zabarte Rd, Barangay 177, Caloocan, 1400 Metro Manila

## TRAININGS AND CERTIFICATIONS

### LEAN SIX SIGMA

- Certified Lean Six Sigma Green Belt - Feb 2026
- Certified Lean Six Sigma Yellow Belt - Jan 2026

### PROJECT MANAGEMENT

- Traditional, Hybrid, and Agile Project Management

### TESDA

- English for Business and Entrepreneurship
- Introduction to Plumbing
- Wifi 101 and Digital Thumbprint

### PSYCHOLOGY

- Criminal Psychology 101
- Forensic Science Psychology

## JOB EXPERIENCE

**TaskUs Philippines - Nov 2022 - Jan 2026**

### Project Manager (Sourcing and Recruitment)

- Managed site expansion and operational projects across seven sites in the Philippines, including proposal development, market research for the Philippines and Vietnam, budgeting, timeline tracking, and performance reporting. Coordinated with cross-functional teams to ensure on-time project delivery and operational readiness. Partnered with Sourcing and Recruitment to align hiring requirements, meet roster targets, and support workforce planning by reviewing hiring insights and checking and approving internal and external job advertisements. Provided additional support to the Japan and Taiwan Sourcing teams.

**IPE Engineering Services - June 2024 - December 2024**

### Project & Marketing Manager

- Managed environmental compliance, permitting, and engineering projects, coordinating with clients, government agencies, and technical teams to ensure timely approvals and project completion. Tracked timelines, maintained documentation, and provided status updates. Led client inquiries, prepared proposals and quotations, and supported marketing and business development to generate new opportunities.

## **Aloware - April 2022 - Oct 2022**

### **Solutions Engineer**

- Worked in a SaaS environment, partnering with clients to design, implement, and support technical solutions based on business needs, while collaborating closely with sales and engineering teams.

## **RingCentral (Acquire BPO) April 2021 - April 2022**

### **Project Manager / Telephony Engineer**

- Led and supported telephony and contact center projects, managed client accounts, coordinated implementations, and provided technical support to ensure reliable system performance and client satisfaction.

## **AFNI Philippines - Nov 2019 - March 2021**

### **Customer Success Manager**

- Managed client relationships by ensuring service delivery met expectations, addressing issues proactively, and working with internal teams to improve customer experience and retention.

## **Shore Solutions - October 2018 - June 2019**

### **Reports Analyst**

- Prepared and generated daily, weekly, and monthly sales performance reports for AT&T Business. Analyzed data to ensure accuracy and provided timely insights to stakeholders to support decision-making and performance tracking. Maintained reporting dashboards, monitored key metrics, and ensured consistent and on-time delivery of reports.

## **Teleperformance - January 2017 - August 2018**

### **Technical Support Representative**

- Provided customer and technical support for AT&T U-verse services, including TV, internet, and home phone. Troubleshoot service issues, resolved account and billing concerns, and created dispatch tickets for field technician visits. Ensured timely resolution and delivered a positive customer experience.

## **Concentrix - June 2015 - October 2016**

### **Customer and Technical Support**

- Delivered customer and technical support for Bell Canada TV, internet, and home phone services. Diagnosed and resolved technical issues, handled billing and account inquiries, and coordinated field technician dispatch when needed. Maintained service quality and customer satisfaction.

## **CHARACTER REFERENCES**

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