

## Ronald Lester Sese

Senior Manager | Data & Reporting Analyst | Programmer | Client Success

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### SUMMARY

**Versatile in the fields of project management, reports, and data analysis. Highly motivated and results driven, enthusiastic leader with 13 years of experience in data analysis, workforce management, monitoring, action planning, performance management, and training/developing individuals through a class, huddle, and coaching set-up; Critical thinker and has a keen eye for details who apply to gain the key opportunities for improvement and deliver better results. Develops tools and programs that make workload and tasks easier and faster without sacrificing accuracy.**

- Operations: Manage programs and personal teams ranging from 18 – 25 individuals with direct client interactions.
- Data Analysis: Identifies pain areas of program metrics and develops SMART action planning to ensure that metrics are met on a given timeframe.
- Reporting & Automation: Designs and implements reporting tools and templates to improve process flows of information.

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### EDUCATION

**Associate Computer Technology** – Systems Plus College Foundation, 2009 – 2011

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### SKILLS

Leadership & Management | Communication (Oral/Written) | Interpersonal Intelligence | Complex Issue Resolution

Data and Report Analysis | Work Automation | Work Ethics | Skills and Process Development | Knowledge Management

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### PROFESSIONAL ACHIEVEMENTS

#### **Automation of Program Reporting and Data Analysis**

- Sutherland, Developed the automation of the reporting and data analysis of 5 different programs with the use of Power-BI and Power-Automate

#### **Top Associate Team Manager**

- Sutherland, awarded at a Geo-Level for being the top team manager for the month of April 2021 and exceeding all program metrics.

#### **Employee of the Month – Clients**

- Sutherland, awarded in April 2015 as the top employee for clients, and for delivering exceptional results to our clients and providing them with a competitive advantage against other companies by consistently exceeding expectations.

#### **Employee of the Month – People**

- Sutherland, recognized as the top employee who outperformed and provided exceptional results for the month of January 2015.

#### **Employee of the Month – People**

- Sutherland, recognized as the top employee who outperformed and provided exceptional results for the month of July 2013.

#### **2024 – Q3 Circle of Excellence Awardee**

- Connex, recognized for the impact on employees resulting to improved internal processes.

**PROFESSIONAL EXPERIENCE**

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**The Remote Group**, Pavilion 03, Clark Center, Berthaphil III Jose Abad Santos Avenue, Clark (March 2026 – Present)

- **Client Onboarding & Setup Officer (March 2026 - Present)**

- Lead end-to-end client onboarding, ensuring a smooth and timely setup process aligned with operational standards.
- Coordinate closely with clients and internal setup teams to define timelines, requirements, and deliverables.
- Collect, validate, and organize client documentation and data required for system implementation.
- Configure and input client information into company systems with a high degree of accuracy.
- Manage telecom and utility account inventories through client and vendor coordination (high-volume outbound/inbound calls).
- Process and encode client invoices into the system, ensuring data integrity and completeness.
- Maintain strong attention to detail while handling high-volume data entry and administrative tasks.
- Ensure all onboarding activities are completed within agreed timelines and quality benchmarks.
- Provide ongoing support through Ad Hoc administrative and operational tasks as needed.

**Connex International Inc**, Entec 1 Building, Angeles city, Pampanga (February 2024 – March 2026)

- **Senior Operations Center Manager (July 2025 – March 2026)**

- Led data literacy and reporting enablement initiatives by facilitating training sessions for managers and directors, improving data-driven decision-making across leadership teams.
- Established and enforced data governance and security standards, ensuring compliance with organizational policies and safeguarding sensitive operational data.
- Owned the consolidation, validation, and reporting of executive KPIs used for leadership performance evaluation and quarterly incentive programs.
- Delivered monthly and quarterly executive-level reports, providing actionable insights and strategic recommendations to senior leadership.
- Partnered directly with directors and senior stakeholders to analyze underperforming KPIs, developing and driving targeted action plans for performance recovery.
- Acted as a strategic advisor to senior leadership by translating complex data into clear business insights and operational recommendations.
- Standardized reporting frameworks and KPI definitions across departments to ensure consistency, transparency, and alignment.
- Improved reporting accuracy and turnaround time through process optimization and automation initiatives.
- Collaborated with cross-functional teams to ensure alignment of metrics, reporting cadence, and business priorities.
- Supported leadership in performance reviews, business reviews, and planning cycles by providing data-backed insights and recommendations.

- **Operations Center Manager (February 2024 – June 2025)**

- Led end-to-end strategy and operations of the Connex Operations Center, aligning service delivery with organizational goals and client expectations while scaling capabilities to support business growth.
- Directed workforce planning, organizational design, and talent development, including recruitment, onboarding, and performance management of COC Analysts and team leads.
- Owned capacity planning, forecasting, and utilization management to optimize resource allocation and cost efficiency.
- Managed the transition from pilot to full-scale operations, implementing governance frameworks, KPIs, risk mitigation strategies, and standardized processes, SLAs, and quality standards.
- Led cross-functional collaboration and served as the primary escalation point for critical issues, ensuring timely resolution and maintaining client satisfaction.
- Drove continuous improvement and digital transformation initiatives by leveraging data insights, stakeholder feedback, and process optimization to enhance operational efficiency.
- Oversaw reporting and analytics, ensuring accurate KPI tracking, actionable insights, and data-driven decision-making across leadership.
- Developed high-performing teams and partnered with senior leadership on strategic planning, budgeting, and operational expansion initiatives.

**Sutherland**, Clark, Mabalacat, Pampanga

September 2011 – February 2024

- **Sr Associate Manager (Oct 2022 – February 2024)**
  - Tasks and Responsibilities of an Associate Manager.
  - Trains and develops newly promoted Associate Managers and Subject Matter Experts.
  - Work closely with site leads and management team to set and/or implement policies, procedures, and systems and to follow through with implementation.
  - Accomplish operations and organization mission by completing related results as needed.
  - Provides Senior Managers with financial headcount reports monthly.
  - Processes the performance incentive bonuses of 5 programs monthly.
  - Conducts new hire interviews for program backfills.
  - Manages and develops program knowledgebase and tracks historical changes.
  - Reviews and approvals and process changes requested by Associate Managers.
  - Conducts quarterly employee pulse to team members and creates an action plan based on responses received.
  - Quarterly business review with program managers and directors regarding pain areas of programs.
- **Associate Manager (May 2019 – Sep 2022)**
  - Leads a team that is responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis.
  - Communicate job expectations; planning, monitoring, and reviewing job contributions to team members.
  - Perform daily, weekly, and monthly reviews and analyses of current processes using operational metrics and reports.
  - Created and developed reporting templates as needed.
  - Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes
  - Communicate all operating policies and/or issues at program meetings.
  - Ensures that all metrics are met through SMART action planning.
  - Workforce and Headcount coordination.
  - Quality Audits of team members' interaction with customers.
  - Direct interaction with multiple regional clients.
  - Generate client-facing reports and ensure that all data is accurate.
- **Subject Matter Expert (Nov 2016 – Apr 2019)**
  - Queue Management and Monitoring.
  - Skill and split assignment to agents.
  - Handled manager calls whenever needed.
  - Managed new hire training classes.
  - Process update rollouts.
  - Developed reporting templates used in the program.
- **Technical Support Specialist (Sep 2011 – Oct 2016)**
  - Resolved customer's technical concerns efficiently through phone calls, emails and/or chat.
  - Created & modified customer accounts.

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#### **CERTIFICATIONS ACHIEVED**

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- **IT Specialist – Data Analytics**, Pearson in January 2026
- **Python Data Analyst**, Datasense Analytics on October 2025
- **SQL Data Analyst**, Datasense Analytics in September 2025
- **Advanced PowerBI Professional Data Analyst**, Datasense Analytics in August 2025
- **Advanced MS Excel Professional Data Analyst**, Datasense Analytics in August 2025
- **Lean Six Sigma – White Belt**, MF Treinamentos on May 2025
- **Lean Six Sigma – Yellow Belt**, MF Treinamentos in January 2025
- **Leadership in the hybrid era**, JY Consultancy and Ventures in November 2024
- **Microsoft Power Platforms Workshop**, MSTCONNECT Educational Consultancy in June 2024
- **Data Analytics**, MSTCONNECT Educational Consultancy on June 2024