

JONATHAN S. AVANCENA

Employment Summary

August 15, 2017 - Present

Philippine National Construction Corporation PNCC

Board Director

- The Board of Directors is primarily responsible for fostering long-term success to the corporation, and sustaining its competitiveness and profitability in a manner consistent with its corporate objectives and the best interests of its stockholders
- Member of the Audit Committee (8/17/2017 - Present)
 - The Committee oversees the financial reporting process, system of internal control, audit process and monitoring of compliance with applicable laws, rules and regulations
- Member of the PAN Committee (8/15/2017 - Present)
 - The Committee is responsible for the timely submission of Performance Report pursuant to commitment in the Performance Agreement with the GCG
- Member of Corporate Governance Committee (8/15/17 - Present)
 - The Committee is tasked to assist the Board in the performance of its corporate governance responsibilities, including the functions that were formerly assigned to the Nomination and Remuneration Committee.
- Member of the Business Development Committee (8/15/2017 - 11/16/2017)
 - The Committee is task to assist the Board in fulfilling its responsibilities for overseeing and facilitating the development, implementation and monitoring of the Company's business strategies and plans.
- Board Member DISC Contactors, Builders, And General Services (DCBGS)

January 8, 2007 - August 5, 2018

Concentrix Philippines

Team Captain 3 / Assistant Manager as last position held

Linksys (January 2007 - September 2011)

- Was hand pick to lead a team with the new launch of Cisco Valet Support
- Assisted Operations Manager with reports
- Was a member of the Management Sales team
- Was able to lead my team for the month of May, 2011 as the top team for Sales
- Was always visible and shared good practices with other Team Captains
- Was consistently hitting Sales, STX and CSAT targets

Dlink NA and Dlink International (October 2011 – June 2014)

- Responsible for the Local Dashboard for both accounts, which gave Managers, Team Captains and agents visibility on their daily running stats. This had an impact on the performance of the site since Team Captains were given a tool for coaching and agents know what their running stats
- Responsible for all D-Link (International, US and Business Class) KPI generation
- As a tenured Team Captain mentored other Dlink Team Captains and Level 2
- Was instrumental in setting-up Dlink International
- Initiated CSAT drive for the account which led to Dlink International topping CSAT for 1 year over 9 other vendors. Initiated the CSAT spiel for all agents to follow.
- Initiated AHT drive that resulted in lowering AHT for the account from 17 mins AHT to 14 mins AHT
- Initiated FCR drive that showed results of FCR increased from 76.84% to 84.12%
- Showed exemplary leadership that motivated both TCs and CCPs thru creating a standards of excellence and then set others to follow
- Constant communication with the client to meet client's requirement
- I was able to build the trust through my actions, I am widely known as someone who can be counted on to do the job
- Coaching and Mentoring for all agents not only for my Team but for the whole account
- Coaching and Mentoring for all Level 2 and TC
- Increased the number of agents hitting their KPI thru coaching and visibility of their KPI
- Multi-Tasking not only as TC but also scheduling of agents, data analysis for both APAC and North America and decision making vital for the program
- Was instrumental in increasing Utilization percentage for D-Link APAC
- Top Performer for 2012 - 2013

Netgear (July 2014 – August 2018)

- Responsible for the Local Dashboard for both accounts, which gave Managers, Team Captains and agents visibility on their daily running stats. This had an impact on the performance of the site since Team Captains were given a tool for coaching and agents know what their running stats. Increased the number of agents hitting their KPI thru coaching and visibility of their KPI
- Responsible for Netgear KPI consolidation which is sent to finance
- Initiated the callback tracker to monitor the agent's callback which saw an improvement on utilization
- Showed exemplary leadership that motivated both TCs and CCPs thru creating a standards of excellence and then set others to follow

- Handled TQ/NQ was able to meet the KPI consistently from February 2015 – June 2015
- FGD and Daily Group Huddle to ensure that agent's concern is addressed
- Top Performer for 2014 – 2015
- Weekly report analysis with the Netgear client
- Handled Case Resolution Team and special project team to analyze top issues with Netgear
- Commended by the client for exemplary performance in 2016
- Netgear Most Outstanding Employee 2016

April 16, 2003- April 10, 2006
Excellence Corp. Inc. (Taiwan)
Machine Operator

- Lamination of PCB Boards
- Repair and maintenance of laminating machines

October 1, 2001- March 2003

Barangay and Cultural Communities Affairs Division- City Government of Davao

- Consulted and Maintained with regards to the computer system being implemented for the BCCAD

August 1-September 30, 2001

City Treasurer's Office- City Government of Davao
Information System Researcher

- Consulted with regards to the computer system being implemented for the City Treasurer's Office

April 3, 1993-May 11, 2000

HomeChannel Network - Davao City
Regional M.I.S./ Billing and Collections Manager

- Established Local Area Networking and system software of the company
- Established and implemented collection and billing targets
- Monitored collection levels and targets
- Formulated and implemented billing policies
- Coordinated all billing and collection policies with other departments
- Maximized productivity outputs of staff assigned to my department to ensure reliability and accuracy and timeliness of reports required by the upper management

- Monitored and assured the reliability of important tasks expected from my department
- Set measures in formulated sales and promotional schemes with the sales department

Educational Background

1986-1988	Ateneo de Davao University	Davao City
Associate, Computer Science		
1988-1993	Ateneo de Davao University	Davao City
B.S., Computer Science		
1988-1989	System Technology Institute (STI)	Davao City
Basic Cobol Programming		
2002-2003	System Technology Institute (STI)	Davao City
Visual Basic Programming/Web Designing and Programming		

Seminars and Trainings Attended

Seminar on How to Supervise People

Business Training Center, Pichon St. Davao City

Seminar on Effective Customer Service and Telephone Marketing

Business Training Center, Pichon St., Davao City

Lotus Notes Seminar

Apo View Hotel, Camus St., Davao City

Comdap (Networking Seminar)

Apo View Hotel, Camus St., Davao City

Team Leaders Workshop: Brilliant @ The Basics

Concentrix, Amethyst Building, Damosa IT Park, JP Laurel Ave., Lanang, Davao City

February 11 - 13, 2016

Team Leader Orientation – Philippines

Concentrix, Amethyst Building, Damosa IT Park, JP Laurel Ave., Lanang, Davao City

May 24, 2015

Living the Culture – Leaders Edition

Concentrix, Amethyst Building, Damosa IT Park, JP Laurel Ave., Lanang, Davao City

April 18, 2016

Essentials of Interviewing and Hiring: Behavioral Interview Techniques

Concentrix, Amethyst Building, Damosa IT Park, JP Laurel Ave., Lanang, Davao City

September 1, 2016

Annual Information Security, Privacy, Continuity & Fraud Prevention

Concentrix, Amethyst Building, Damosa IT Park, JP Laurel Ave.,
Lanang, Davao City
December 21, 2016

Ergonomics and Occupational Work Health and Safety

Concentrix, Amethyst Building, Damosa IT Park, JP Laurel Ave.,
Lanang, Davao City
March 2, 2015

Corporate Governance Orientation Program for GOCC**ICD Institute of Corporate Directors**

Makati Diamond Residences, 118 Legaspi Street Legaspi Village,
Makati, Philippines
September 28, 2017

Advance Corporate Governance Training**ICD Institute of Corporate Directors**

Board Room, PNCC Complex, Bicutan,
Parañaque City, Philippines
May 30, 2018