

## Charmagne Faith F. Capuno

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### APPLICANT PROFILE

Age: 30

Sex: Female

Birthdate: March 17, 1993

Civil Status: Single

### BACKGROUND INFORMATION

A Master of Science in Industrial Engineering graduate specializing in Analytics Systems Engineering from the University of the Philippines – Diliman, Quezon City with:

- research experience in modelling techniques for text analysis and database management for performance monitoring and evaluation
- five-year industry experience in process optimization, system integration, and project management for business sales and operations efficiency improvement in the banking industry

### RELEVANT COURSEWORK

IT Project Management  
(Master's degree)

- gained in-depth understanding of project management **knowledge areas** and **process groups**
- learned good and bad practices in handling complex IT projects
- applied project management **tools and techniques** (work breakdown structure, network diagrams, cost estimates, etc.) for conceptualization of a national health record system for the Philippines

Information Systems  
Engineering  
(Master's degree)

- learned basics on **decision support systems**, data normalization, and database manipulation, querying, and reporting as well as foundations on **Dimensional Modelling** and **ETL** (Extract, Transform, Loading) methods for Data Warehousing
- developed logical data flow diagrams (**DFDs**) and entity-relationship diagrams (**ERDs**) for the single-customer view of a banking system, and created a simple **GUI** using Tkinter for its implementation

Operations Research  
(Master's and Bachelor's degree)

- learned fundamentals on **linear programming** and various forms of **optimization models**
- studied advanced topics on **network models** and **dynamic programming**

Operations Management  
(Bachelor's degree)

- acquired knowledge on best practices in process design, operations efficiency, capacity planning, scheduling
- conducted an **operations audit** for a shirt manufacturing company and proposed work-cells layout, pull-system scheduling, and raw materials procurement for its international expansion strategy

## **RESEARCH WORK**

### *Generating Predictive Model for User Satisfaction of Human-to-Machine Goal-Oriented Dialogues using a Restaurant Booking Case*

- September 2020 – February 2023
- predicted user satisfaction/dissatisfaction on human-user chatbot interaction using various regression and classification techniques
  - proposed standard framework for user satisfaction prediction for task-oriented dialog systems

## **WORK EXPERIENCE**

### **Security Bank Corporation | Business Analyst**

*Part of the Project Management Office of the Retail Banking Segment who act as consultant to several business units for high-priority initiatives in growing the retail banking segment*

- Personal Loans Strategy Development  
(October 2017 – July 2018)
- analyzed current portfolio performance to identify **key revenue and cost drivers** per channel
  - examined current approval process and modified decision criteria to improve turnaround time, increase approval volume, and maximize segment income
- Retail Marketing Division Organizational Transformation  
(April – September 2017)
- developed **results-oriented performance metrics** and enhanced client onboarding process to capture marketing activities' contribution to bank goals
  - devised **time-based workflows** to standardize project execution tasks and timelines
  - streamlined reporting and fulfillment process for customer acquisition activities
- Credit Card Approval Process  
(June 2014 – March 2017)
- implemented revised credit card approval process through a web-based process management software which **reduced turnaround time** of application to approval **from 20-30 days to 5-10 days**, increased approval count from ~50 to ~120 per day (translating to a growth of cards-in-force of 50,000 in June 2014 to ~100,000 in June 2016), and introduced **SMS and email alerts** which updated clients real-time status of applications
  - **monitored day-to-day approval operations** to ensure productivity is consistent on a daily basis and correct decisions are made per application
  - coordinated with information technology group for **system integration initiatives and issue resolution**
  - took initiative in teaching staff communication and technical skills to improve work efficiency
- Branch Key Result Areas  
(October 2013 – April 2016)
- updated branch key result area (KRA) components and ownership rules to align with revised branch network sales strategy
  - **designed system enhancements** to align with adjusted KRA components and ownership rules
  - prepared guidelines to **ensure branch production is correctly reflected** in modified performance reports
  - monitored system integration of bank core system with other product system to display customer product availment

## **ABS-CBN Corporation**

System Specialist  
(April – September 2013)

- reviewed processes and assessed manpower supply to **optimize production costs** of programs and special events for the Entertainment Division
- **formulated process flows and policies** for the implementation of Transit TV, an entertainment and information channel which primarily targets transient viewers

## **SEMINARS/TRAININGS ATTENDED**

Lean Six Sigma  
(April to May 2016 for seminar)

- mastered the concepts on Lean (reducing lead time by removing non-value adding steps) and Six Sigma (reducing defects and variability by controlling root causes)

(May to October 2016 for project execution)

- applied Lean Six Sigma approach to reduce turnaround time of Credit Cards Rewards Redemption Request fulfillment process

Project Management Fundamentals  
(May 2016)

- learned about project life cycle and the different structured tools (project plans, charters, GANTT charts) to successfully lead and manage a project

## **EDUCATION**

**University of the Philippines**  
Diliman, Quezon City, Metro Manila  
(August 2018 – February 2023)

MS Industrial Engineering  
*Analytics Systems Engineering Track*  
Relevant Coursework: IT Project Management, Information Systems Engineering, Operations Research, Operations Management  
Final GWA: 1.47  
(1.00 to 5.00 grading scale; 1.00 as highest)

*Awarded University Scholar for 2<sup>nd</sup> Semester AY 2018-2019*

**Ateneo de Manila University**  
Quezon City, Metro Manila  
(June 2009 – March 2013)

BS Management Engineering  
*Minor in Chinese Studies, Cum Laude*  
100% Tuition, Fees, and Dormitory Financial Aid Scholar  
Final QPI: 3.60  
(4.00 to 0.00 grading scale; 4.00 as highest)

**Philippine Science High School**  
Palo, Leyte  
(June 2005 – March 2009)

*With Highest Honors*  
GMA Academic Excellence and Leadership Award, Gerry Roxas Leadership Award | Proficiency Awards in Mathematics, Physics, Research, English, Filipino, Social Sciences

**Visca Foundation Elementary School**  
Visca, Baybay City, Leyte  
(June 1999 – March 2005)

*Class Valedictorian*  
Best in Communication Arts, General Science, Mathematics  
Leadership Award

## **SKILLS**

### **Professional Skills**

- Project Management ●●●●○
- Business Analysis ●●●●○
- Systems Analysis ●●●●○
- Business Process Improvement ●●●●○
- Data Visualization ●●●○○
- MS Office (Word, Excel, PowerPoint) ●●●●○

### **Programming Languages**

- SQL ●●●○○
- Python ●●●○○
- Visual Basic ●●●○○

## **REFERENCES**

### **Dr. Eugene Rex L. Jalao**

*Thesis Adviser*

Professor, Department of Industrial Engineering and Operations Research  
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### **Edrielle Paule J. Enriquez**

*College Batchmate, Work Colleague*

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### **Dr. Milagros C. Bales**

*Former Elementary School Principal, VFES*

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