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DEORABBIN JIBE M. ASUNCION, CLSSGB

SUMMARY

Experienced IT Project Manager with a strong background in operations management, web development, and digital marketing. Skilled in leading cross-functional teams, streamlining workflows, and driving business growth through technology.

EXPERIENCE

Pareto Inc., Remote — *AI Project Manager*

JUNE 2025 – PRESENT

- Led end-to-end delivery of AI-driven and software development projects, coordinating cross-functional teams across product, engineering, data, and QA
- Managed project scope, timelines, and budgets while balancing client expectations and internal capacity
- Acted as primary client liaison, translating business requirements into clear functional specifications and actionable development plans
- Oversaw outsourced and distributed development teams, ensuring alignment, accountability, and consistent delivery quality
- Planned and facilitated Agile workflows including sprint planning, stand-ups, reviews, and retrospectives
- Identified risks, blockers, and scope changes early, driving proactive resolution and expectation management
- Owned project documentation such as FSDs, project charters, workflows, and release plans to maintain clarity and continuity
- Tracked progress and performance using project management tools (e.g., ClickUp, Basecamp, Google Workspace) and provided regular status reporting
- Supported go-to-market readiness by coordinating demos, releases, and client feedback cycles

Mata Services, Remote — *Operations & Project Manager*

JULY 2020 – FEBRUARY 1, 2025

- Led and managed multiple projects, ensuring timely delivery and adherence to quality standards.
- Supervised a team of 10+ software engineers, QAs, and UI/UX designers.

- Developed and optimized project plans, timelines, and budgets, improving efficiency
- Coordinated team resources, ensuring seamless collaboration between internal teams and external vendors.
- Implemented risk mitigation strategies, reducing project roadblocks and enhancing delivery success.
- Enhanced company operations through digital marketing and web development initiatives.

Qualicare Outsourcing, Pangasinan/Baguio — *Operations & Project Manager*

JUNE 2014 – MARCH 2020
- Managed project lifecycles from inception to deployment, improving turnaround times by 25%.
- Led recruitment, training, and performance management initiatives for employees.
- Enhanced customer support and business operations through process automation and optimization.

Convergys (Now Concentrix), Baguio — *Customer Service Representative*

APRIL 2013 – MAY 2014
- Provided customer support, resolved billing issues, and handled technical queries.

Sitel, Baguio — *Customer Service Representative*

JUNE 2011 – FEBRUARY 2013
- Provided inbound support for US-based financial institutions, handling transaction authorizations and quality assurance.

Telus, Taguig — *Outbound Cold Caller*

FEBRUARY 2011 – MAY 2011
- Outbound cold calling
- Database entry

Teleperformance, Parañaque — *Customer Service Representative*

JUNE 2010 – DECEMBER 2010
- Inbound customer support for Adobe
- Product activation
- Product Technical support
- Product sales and retention

EDUCATION

University of Baguio, Baguio — *Undergraduate of BS Psychology*

JUNE 2016, Baguio

SKILLS

- **Project Management & Methodologies:** Agile (Scrum, Kanban), Risk Mitigation, Stakeholder Communication, Process Optimization (CLSSGB Certified)
- **Operations & Workflow Improvement:** Continuous Improvement, Cross-Functional Collaboration, Team Leadership, Problem-Solving
- **Technical Understanding:** Web Development Concepts (React, Node.js, APIs, Databases), Digital Tools Integration
- **Business & Marketing Awareness:** SEO Fundamentals, Basic Data Analytics, Digital Project Support

University of Baguio, Baguio — *Undergraduate of BS Psychology*

CERTIFICATIONS

Certified Lean Six Sigma Green Belt (CLSSGB) – **AIGPE**

Google Project Management: Specialization – **Google**

Capstone: Applying Project Management in the Real World – **Google**

Agile Project Management – **Google**

Project Execution: Running the Project – **Google**

Project Planning: Putting It All Together – **Google**

Project Initiation: Starting a Successful Project – **Google**

Foundations of Project Management – **Google**

CS50 Understanding Technology – **CS50 by Harvard College**

Full Stack Developer — **freeCodeCamp.org**

Data Visualization — **freeCodeCamp.org**

Responsive Web Design — **freeCodeCamp.org**

JavaScript Algorithms and Data Structures — **freeCodeCamp.org**

Front End Libraries — **freeCodeCamp.org**

APIs and Microservices — **freeCodeCamp.org**

Information Security and Quality Assurance — **freeCodeCamp.org**

Google Ads Fundamentals — October 23, 2018

Google Ads Search— October 24, 2018

Google Analytics — June 4, 2017

Digital Sales Certification — **Google**