

## ARIZA M. NOVIO

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09164808569



**OBJECTIVE:** To obtain a position where skills and knowledge acquired will be used for career growth and advancement by being a part of a stable and promising company.

## WORK EXPERIENCE

**GLOBAL DATA SECURITY ANALYST** (Global Business Services) 2021 – 2024

Alorica  
Three Cyberpod Centris Edsa, cor Quezon Ave, Diliman,  
Quezon City, 1100 Metro Manila

The Security Associate Role is responsible for, but not limited to, processing security and access permissions for new employees and contractors. as well as existing personnel, visitors, and others requiring building access. Also, maintains records of all access-related requests and keeps track of proximity card availability of all sites Globally.

Supports the organization by having a global approach that can improve visibility, control, and risk management. It also creates an alignment among the different business units across the organization by driving collaboration, standardization, and efficiency to improve service delivery.

Responsibilities:

- Operates PRO WATCH access management system.
- Assists employees, contractors, and guests with attaining proper access cards.
- Grants and revokes access privileges, as applicable.
- Ensures that all access and termination requests are fulfilled within the service level agreements (SLA's)
- Maintain records for termination statistics, card inventory, and card replacements ATD.
- Generates reports weekly and monthly and reviews them.
- Reporting all the tracker to Director.
- Assisting Team Leaders, Managers, Supervisors and Director's regarding proximity cards access, transactions, and history all sites GLOBALLY.
- Analyzing issues with badging process and equipment and bringing them to attention for immediate resolution.
- Assist with projects.
- Meetings with all Site Securities.
- Answering calls, assisting clients, and attending meeting clients.
- Other duties as assigned by the Global Security Management

2016	<b>ENCODER</b> Caloocan City Hall	2017	<b>COUNTER CHECKER</b> SM Fairview Department Store Magic Strategic Firm, Inc.
2018	<b>Housekeeping, Barista, Front Office, Server, Line Cook (OJT)</b> West Avenue Suite	2018 – 2019 2019 – 2021	<b>Server &amp; Line Cook (On call)</b> Max's Restaurant, SJDM Bulacan <b>BARISTA</b> MACAO IMPERIAL TEA PHILIPPINES

## SKILLS

- Proficiency in Interpersonal Skills; Communication across all levels in the organization.
- Ability to handle and coach the team members.
- Ability to deliver superb customer and clients service experience
- Strong work ethic.
- Proficiency in PRO WATCH System.
- Proficiency in Microsoft Office Programs, SaaS and other Digital Skills.
- Good Team Player & Detailed-Oriented.
- Creative and Effective in Critical Thinking, Analyzing and Establish Reports.
- Effective in Time Management,
- Effective Adaptability, Empathy, and Emotional skills
- Effective challenger in terms of problem-solving & project management
- Monitoring Security System
- Expedite Multiple Requests

Skill Profiles				
Name	Assigned	Progress	Completed	
2022 Compliance Courses - Skill: Customer Care 04 (No US/CA/Callers)	4-Mar-2022 00:08	100%	17-Mar-2022 09:45	

## EDUCATION

### TERTIARY

#### Collegio De Sta. Teresa De Avila

Bachelor of Science in Hotel and Restaurant Management  
Quirino Highway Novaliches, Novaliches, Quezon City  
2018 - 2019

#### National College of Business and Arts

Bachelor of Science in Accountancy  
Fairlane, Novaliches, Quezon City, Metro Manila  
2016 - 2018

### SECONDARY

#### Holy Rosary College Foundation

Fr. Hofstee St., Tala, Caloocan, 1427 Metro Manila  
2012 – 2013

## COURSES, REWARDS AND RECOGNITION

Housekeeping Services NCII

Food And Beverage Services NCII

Front Office Services NCII

Team Leader: Global Business Services/Security Associates

ALORICA GLOBAL GOLDEN BALL

- Top 5 Nominee in Top Performing Members: This award is for the top performer and exceeded expectations in Q4 2022 & Q1 2023

Courses						
Name	First Accessed	Last Accessed	Completed	Status		
2022 Alorica Information Security Awareness	17-Mar-2022 08:51	17-Mar-2022 08:51	17-Mar-2022 09:52	Completed		
2022 Alorica Safety	17-Mar-2022 09:57	4-Feb-2023 16:12	17-Mar-2022 10:19	Completed		
2022 AsiaPH - Data Privacy Act	17-Mar-2022 10:20	17-Mar-2022 10:20	17-Mar-2022 10:35	Completed		
Assessment			Date Taken	Attempt	Last Score	Status
AsiaPH - Data Privacy Act 2022 Assessment			17-Mar-2022 10:35	1	95.00	Passed
Code of Conduct: Certification for Misconduct Awareness			17-Mar-2022 11:21	17-Mar-2022 11:21	17-Mar-2022 11:49	Completed
Connect PH Vaccination Card Upload						Not Attempted
Phishing: Don't Take the Bait!			4-Feb-2023 16:13	4-Feb-2023 16:13	4-Feb-2023 16:23	Completed

  
**NOVIO ARIZA M.**  
Applicant