



ALLAN CUSTODIO

- 📍 Tanza, Cavite, Philippines
- ☎ +639394542725
- ✉ allancustodio05@yahoo.com
- 🌐 allancustodio05.wixsite.com/crazylanz05
- 🌐 linkedin.com/in/allan-custodio-0305/

PROFESSIONAL EXPERIENCE:

DHL Global Forwarding (Philippines) Inc.

Quality Assurance Expert | Sep 2014 – Present

- Led center-wide audits ensuring compliance with KPI targets, SLA, SOP and process workflow adherence.
- Designed and maintained KPI performance dashboards for Cockpit using GSConnect (company's ticketing tool).
- Supported business continuity planning (BCP) as ERT during calamities and operational disruptions.
- Conducted transactional audits and facilitated process roadshows.
- Developed Standard Operating Procedures (SOPs) and process flow diagrams.
- Onboarded new hires and provided company's system training.
- Created and managed tickets for system clarifications and operational inquiries to Business ITs (BuIT), ensuring timely alignment and delivery of system updates.
- Created analysis and reports in Excel for management review, providing actionable insights for decision-making.
- Supported Ocean Freight Brazil by conducting transactional audits and process improvements using macros and Excel to develop tools for validation and mass updates in and out of WRQ/Reflection systems. Managed processes such as Siscarga, Sending Shipment Instruction, Pre Alert, and Import and Export Billing.
- Supported Master Data Management by conducting process audits and system reconciliation as part of ICS and RACAM control. Additionally, created reports and analysis to evaluate the performance of the Master Data Management team.

Training and Quality Associate | Dec 2013 – Sep 2014

- Created and maintained SOPs and process maps to standardize operations.
- Conducted knowledge assessments of employees and developed Training Needs Analysis (TNA) to identify skill gaps.
- Led process roadshows to align teams on new processes and updates.

Process Associate | May 2013 – Dec 2013

- Migrated and maintained Forwarding Agreement contracts in SAP.

AMDATEX Las Piñas Services Inc.

Business Process Associate | May 2010 – May 2013

- Provided back-office support for US-based title companies.
- Researched property-related information (owner names, property profile, mortgages).
- Performed data entry and billing for processed documents.

FREELANCING EXPERIENCE

Upwork Platform | Jul 2023 – Present

- Assist clients in creating essential business documentation, including Process Maps, SOPs, and Organizational Charts.
- Provide Excel support, troubleshooting complex formulas, macros, and generating detailed reports.
- Offer administrative assistance, including data entry, research, and template development.
- Conduct LinkedIn outreach, gathering potential client contacts, identifying prospects, and sending targeted messages.
- Edit and enhance PDF documents for formatting, layout improvement, and content clarity.
- Provide chat support for incoming customer inquiries, ensuring a smooth client experience.

EDUCATION

Dr. Felimon C. Aguilar IT Training Institute

Las Piñas, Philippines | Computer Programming (2008-2009)

CERTIFICATIONS & TRAININGS

- First Choice Advisor Trained - DHL (May 2024)
- RPA Developer Citizen Foundation – UiPath (Feb 2021)
- Data Storytelling for Business – StoryIQ (Dec 2020)
- ISO 22301:2012 Business Continuity Management Internal Audit – SGS (Nov 2019)
- Lean Six Sigma Yellow Belt – HCM Nexus (Oct 2019)
- Basic Occupational Safety & Health – SO2 – HSS (Dec 2022)
- Data Visualization & Dashboards (Excel & Cognos) – Coursera (Aug 2023)

AWARDS & RECOGNITION

- Hi5 Award – Recognized for outstanding contributions and teamwork.
- DGFF Employee of the Year Nominee – 2023 & 2024.

OTHER SKILLS AND TECHNICAL EXPERTISE

- Process Improvement Tools & Methodologies: Root Cause Analysis (5 Whys, Fishbone/Ishikawa Diagram), Problem Solving techniques, and Gemba Walks
- Process Flow Mapping and Organizational Chart creation using mapping tool such as MS Visio, Draw.io, Lucidcharts, Miro and EdrawMax
- Familiarity with Slack for communication and Zoho Apps (Cliq, SalesIQ, Sheet)
- Proficient in Microsoft Office Suite and Google Workspace
- Create graphic designs using CANVA such as infographics and announcements as well as simple photo editing