

# FEDERICO CALO

Project Delivery Manager

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## Summary

Experienced monitoring officer in the industry and the academia, with a passion for driving positive and collaborative environment. Skilled in market research, team and stakeholder management, data analytics, and documentation.

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## Highlight

- 2023 – Awarded “Outstanding Employee Service Award”
- 2022 – Authored and published a research paper in the Philippine Journal of Science entitled “Retrospective Spatial Analysis of the COVID-19 Threat to the High-risk Population in Davao Region, Philippines from March 2020 to August 2021” ([Link](#))

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## Skills

- Market Research, i.e., panel selling
- Team Management
- Communication
- Descriptive and Spatial Data Analysis
- Interpersonal skills
- Time-management
- Multitasking
- Cartography

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## Work Experience

### Project Delivery Manager

Make Opinion GmbH via Next-Quote Administrative Services  
Full-time Employee

Germany  
March 6, 2023 - Present

- Oversee a team of Project Delivery Associates
- Provide quotations to various market research companies
- Monitor ongoing projects and discuss all arising matters internally and with the client
- Invoice closed/completed projects
- Created work guides / manual being utilized by the whole team
- Developed a survey form to serve as a comprehensive feedback channel for the entire team

### Compliance and Monitoring Specialist

Sinch MessageMedia  
Contractual Employee

Australia  
May 31, 2023 – November 9, 2023

- Reviewed account verification requests, sender ID requests, credit top up request, and message campaigns from the customers
- Coordinated with the customer regarding their requests and update their account in hubs, AMS, Salesforce, and Zendesk, accordingly
- Investigated and reported accounts for possible misuse of the services such as personal use and other fraudulent activity

### University Research Associate II (Data Analytics Team Leader)

AMDABiDSS-Health, University of the Philippines Mindanao  
2-yr Contractual Employee

Philippines  
January 1, 2021 – December 31, 2022

- Managed data collection and prepared scientific/technical reports
- Created maps using geographic information system platforms
- Coordinated with policymakers on potential linkages and technical reporting
- Assisted in the integration of the research outputs into a working web application

### Customer Service Representative

VXI Global Holdings  
Trainee

Philippines  
October 9, 2020 – December 31, 2020

- Provided quality service to customers of a large US telecommunications company
- Offered products and services to customers

### Technical Assistant

OVCAA, University of the Philippines Mindanao  
Contractual Employee

Philippines  
July 8, 2019 – September 15, 2020

- Assisted the office on the different proposed and ongoing projects such as API projects, College of Medicine proposal, data collection for AUN-QA assessment, etc.

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## Education

BS Applied Mathematics  
University of the Philippines Mindanao

Philippines  
2015-2019

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## Courses and Certifications

- Business Acumen for Project Managers December 2023
- Market Research Foundations December 2023
- Project Management Foundations December 2023
- Foundations of Project Management November 2022
- Using Google Forms to Analyze User Research Data September 2020

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## Tools

- Microsoft Office
- Atlassian - Confluence
- Salesforce
- Zendesk
- Airtable
- ClickUp
- Ora
- ArcGIS Pro