|  |  |
| --- | --- |
| Milagros |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Education Background:**

2003 – 2007 University of the Philippines – Diliman (graduated Cum Laude)

Bachelor of Science in Business Administration

1999 – 2003 St. Mary’s Academy of Caloocan City (Formerly OLGA) (graduated Salutatorian)

High School

1993 – 1999 Our Lady of Grace Academy (OLGA)

Grade School

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Work Experience**

March 2008 – present **Shell Business Service Centre - Manila**

Positions held

1. **01/2016 – present Senior Continuous Improvement (CI) Specialist – R&A Finance**
	* + - Leads complex Continuous Improvement projects (Blackbelt projects) from scoping to delivery across Reporting & Analysis process
			- Subject Matter Expert on CI, to coach and train Finance staff on the use of this methodology for CI projects and to cultivate the continuous improvement mindset.
			- Ensures that effective quality processes are adhered to and that appropriate tools and processes (e.g. Lean Sigma) are being used to drive Continuous Improvement.
			- Manages and mentors Lean Sigma Green Belts
			- Drives bottom line benefits within R&A to assist Shell Finance to close the value gap
			- R&A is supported by approximately 1,700 staff in Finance Operations (FO), located in Chennai, Manila, Krakow, Kuala Lumpur and Glasgow.
2. **10/2009 – 12/2015 Scheduling Team Lead (Order to Delivery – United Kingdom)**
	* + - Leads the local Scheduling team in order to achieve operational excellence in the day-to-day execution of Order Generation and Fulfillment, Routing & Scheduling, Dispatching, and Administration of road delivered fuels in the UK in the most cost effective manner.
			- Manages day-to-day interface with retail, terminal operations and supply and gives input to Secondary Transport management in the Supply & Operations process, the development of Customer Value Proposition and the closure of Service Level Agreements
			- Supports initiatives of the data integration management and global IT initiatives for the secondary transport process e.g. implementation of Streamline (GSAP, CROSS and Vendor Managed Inventory (VMI)) and ensures the right use of software applications
			- Recipient of the Group Downstream Award for LEAN Cultural Accelerator, and two Awards for Excellence (2010 & 2014) from key stakeholders from Shell UK.
			- Selected as **LEAN/Continuous Improvement Agent for Shell Trading & Supply** who drives cultural change and ensures that Continuous Improvement and Process Excellence are embedded in the day to day operations. Acts as coach to colleagues taking Lean Practitioner courses and leads LEAN awareness training of staff.
			- Involved in various activities or projects with the aim of increasing operational efficiency, supply chain optimization and business expansion which includes the following:
				* Daily coordination with Channel Optimizers to drive higher value through product cost optimization – **Total Value delivered for Jan-May 2015 = $309,368**
				* UK Dropsize Improvement from 27.7 in 2014 to 29.36 in July 2015 translating to **$425,392 savings**
				* Grays Maingrade implementation which lead to **$46,970 savings on May 2015** haulage cost and a **potential total reduction of 4 vehicles which equates to $960,000**
				* Project Strawberry – seamless handover of 185 Shell Company owned sites to Shell branded Dealer Operated sites. Completion of project garnered me with the **SBO One Excellence Award for Collaboration in 2015**
				* Project Mary (2012) – Shell’s acquisition of 256 retail sites. Lead the OTD team in planning and executing a smooth transition of the newly acquired sites through implementation of new processes and constant communications with the members of the project team.
				* Project AC – Supply chain optimization focusing initially in Scotland terminals
				* Waitrose – Lead the OTD team in the transition of newly acquired Waitrose sites and integration into the Shell network
3. **09/2008 – 10/2009 Order Fulfillment Analyst (Order to Delivery – Philippines)**
	* + - Produced, analyzed, and monitored the team’s Key Performance Indicators (KPIs) and identified areas for improvement and actions to attain globally set targets
			- Investigated and resolved Customer complaints and feedback, identified preventive and corrective actions and coached staff involved in order to avoid occurrence. Engaged customers on complaint resolutions in order to manage their expectations
			- Contributed in ad-hoc activities or special projects aimed to improve operational efficiency such as the following:
				* Project ZORO (Zero Runouts)
				* Depot Developments (Closure of Dadiangas & Currimao terminals)
				* XB Adopt a Site
				* Planning the Peaks
			- Analyzed OTD’s cost center reporting and prepared the annual budget
			- Managed Cost to Serve (CTS)
			- Resolved day-to-day operational issues such as product runouts at the terminal, order peaking, and inability to deliver due to fortuitous events
4. **03/2008 – 09/2008 CROSS Scheduler (Order to Delivery – Philippines)**
	* + - Prepared the daily delivery schedules of Luzon Terminals (Poro, Limay, Currimao, Pasacao, Tabangao, Pandacan – black oil, Buli)
			- Managed operational concerns such as product runouts at the terminal through flexible scheduling and coordination with terminals and haulers
			- Served as a backup for CROSS Scheduling of all other scopes (Mindanao, Visayas, Pandacan – white oil), and as a backup for DSSS handling Luzon and Mindanao terminals for 2 months
			- Conducted 7-Pillars Audit (Customer Service Pillar) for several haulers and terminals

Nov. 2008 – February 2008 **Associate – SGV & Co. a member partner of Ernst & Young**

May 2007 – November 2008 Project Consultant for SGV & Co. a member partner of Ernst & Young Institutional Synergy, Inc. (InSync)

Projects Handled

1. **01/2008 – 02/2008 Fedders Koppel Inc.**
	* + - Part of the consulting team assigned to conduct a process review on the company’s Human Resources and submit a due diligence report for the company’s buyer.
2. **12/2007 – 02/2008 National Home Mortgage Finance Corporation**
	* + - Conducted a business process review and system documentation of the company’s Legal Department
3. **10/2007 – 12/2007 Rapid Corporation**
	* + - Lead the consulting team appointed to conduct a business process review and system documentation of the company’s Human Resources functions
4. **09/2007 – 10/2007 Goldilocks Bakeshop Inc.**
	* + - Member of the consulting team tasked to conduct a system documentation of the Store Operations policies and procedures
5. **08/2007 – 09/2007 DENR – Environment Management Bureau**
	* + - Member of the Independent Audit/Verification Team for the National CFC Phase-out Project for 2006 tasked to conduct a Chlorofluorocarbon (CFC) Consumption Verification Survey and CFC-11 Nonconsumption Verificationas well as a verification audit on the CFC importation in the Philippines
6. **05/2007 – 06/2007 3C Distributors, Inc.**
	* + - Member of the consulting team assigned to conduct a cost validation on the existing products and a business process review of the operations of its outsourced plastic-manufacturing company

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Extra-Curricular Activities:**

UP Dragonboat Team (UPDT) |2012-2013

UP Junior Philippine Institute of Accountants (UP JPIA) | 2004 - 2007

UP Guilder Institute | 2005-2007

UP Junior Marketing Association (UP JMA) |2005-2007

**Trainings, Seminars and Conventions Attended:**

May 2016

**Leader Standard Work – Train the Trainer**

Shell Business Operations Manila, Philippines

March – April 2016

**LEAN Six Sigma Blackbelt Training**

**Accelerating Implementation Methodology (AIM)**

**Project Management Training**

Shell Business Operations Krakow, Poland

November – December 2014

**Distribution Customer Service Module – Knowledge Level**

Shell Open University

April – June 2013

**Road Transport Planning Module – Knowledge Level**

Shell Open University

June 2012

**Global F2F LEAN/Continuous Improvement Immersion**

Shell Centre, London, United Kingdom

September 2011

**Front Line Leadership Program – Leading in Shell**

Shell Business Operations Manila, Philippines

October 2009 & April 2010

**OTD UK Migration – Role related trainings**

**ADR Awareness Training & Train the Trainer**

Shell UK Operations, Manchester, United Kingdom

June 2009

**GSAP Go Live Related Trainings (details available upon request)**

September 2007

**Financial Statement Closing Process**

SGV II – Makati City

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Competencies:**

* Proficient in English and Filipino
* Blackbelt trained in Six Sigma and skillful in LEAN tools & methodology
* Experienced in delivering LEAN trainings such as 5 Why’s, A3 problem solving, Visual Management, TIMWOODI, Leader Standard Work etc.
* Skillful in Distribution Customer Service
* Knowledgeable in Road Delivery Operations, HSSE Management, Distribution Industry Analysis, Planning and Exchanges including Vendor Managed Inventory, Product Handling & Control, Road Transport Planning
* Has profound knowledge in Scheduling Systems (CROSS), all Microsoft Office Programs including Microsoft Visio and MS Access
* Knowledgeable in GSAP and Business Warehouse, and other programs such as Adobe Photoshop

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Job Seeker First Name / CV No: 1716666**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

 