Althea



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Considered For: Secretary/ Admin

**Career Objective**

To pursue a career that would utilize and develop my skills and abilities and would offer professional development while being resourceful, innovative and flexible.

**Educational Attainment**

### **Bachelor of Science in Mathematics**

Polytechnic University of the Philippines, Sta. Mesa, Manila, Philippines

May 6, 2011

Employment Background .

Project Management Assistant/ System Administrator, Compliance & Support Group

BPI/MS Insurance Corporation; Makati City, Philippines (April 2013 – September 2016)

* Ensured timely completion and implementation of company-wide projects, revisions/enhancements to the existing computerized systems and business processes in accordance with BPI, regulatory and other intermediaries (e.g. ISO) standards and controls.
* Analyzed system procedures, methods and business processes to determine areas for improvements that will enhance operating efficiency and reduce cost.
* Reviewed and facilitated support to IT on BPI SQM approval of all new systems being developed, system enhancements/ revisions, new products, policies and procedures.
* Ensured that the system access of various users/personnel is in accordance with their job function and policies and is given on a “need-to-know” basis.
* Ensured timely and accurate execution of various system administration-related requests.

Compliance & Customer Care Assistant, Compliance Office, Compliance & Support Group

BPI/MS Insurance Corporation; Makati City, Philippines (July 2011 – April 2013)

* Monitored the company’s compliance with periodic and special requirements.
* Updated the monthly files of Monthly Management Checklist and Risk Treatment Plan.
* Ensured that BPIMS units are following the procedures prescribed in the Compliance Program and Guidelines; reported deviations to the Compliance Officer and recommended actions to be taken.
* Handled complaints and inquiries from BPI/MS customers and business partners in a professional manner. Updated the monthly files of Complaint Control Sheet.
* Prepared quarterly report on New Laws and Regulations. Responsible in disseminating the circulars from Insurance Commission, BIR and the like to company-wide employees.
* Prepared quarterly report on Customer Feedback Summary Report.
* Monitored and prepared the monthly KYC Compliance Rate report of Sales & Marketing Group.

Accounts Assistant (ojt), Accounting Division

Department Of Justice; Manila, Philippines (December 2010 – February 2011)

* Evaluated the DOJ’s cash book balance against the bank statement balance.
* Received checks and recorded important data to its designated official book and released disbursement vouchers.
* Encoded remuneration, employees’ Mandatory Deductions and Victim Compensation Fund’s (VCF) collections and remittances’ reports.
* Updated the Collecting Officers’ Subsidiary Ledger Cards after ensuring the accuracy of amounts in debit/credit.
* Sorted and organized checks based on monthly bank statement for the year 2010.
* Well-assisted the accountants in performing tasks and accomplished other duties as allocated.

Cashier/ Smart, Part-Time Job

Jollibee Foods Corporation; Manila, Philippines (April 2009 – September 2009)

* Performed total customer satisfaction by friendly serving standard products.
* Maintained proper handling of money being received with the aim of not having shortages/overages.
* Monitored daily inventory of Jollibee Kids Toys and prepared monthly inventory reports.

Qualifications

* Well-executed duties and responsibilities as tasked in customer service, project management, business analysis and administration.
* Possesses good communication and writing skills in both English and Filipino.
* Skilled in Microsoft Applications such as Microsoft Word, Excel and PowerPoint.
* Enthusiastic, have a high sense of responsibility, quick to learn with organizational skills.

Training Attended

* Project Management Training | Phoenix One | 16-20 March 2015
* MSIG ERM Framework Briefing | MSIG Asia | 16 October 2014
* MLPP & Compliance Training | BPI/MS (In-house training) | 25 September 2014
* Professional Image Development | Bank of the Philippine Islands | 09 September 2014
* Company-wide Team Building | Mind Broker | 28 June 2014
* Object Oriented Analysis Diagram with UML | Phoenix One | 03-07 February 2014
* Basic Non-Life Insurance | Insurance Institute of Asia and the Pacific (IIAP) | 16 Sept – 04 Oct 2013
* Compliance Training | BPI/MS (in-house training) | 24 May 2013
* Service Plus | Bank of the Philippine Islands | 15 May 2013
* Value Orientation Workshop (VOW) | Bank of the Philippine Islands | 12 April 2013
* Professional Effectiveness for Front liners | Bank of the Philippine Islands | 18-19 February 2013
* Quality Management System (QMS) | BPI/MS (In-house training) | 08 November 2012
* Business Correspondence Writing | Bank of the Philippine Islands | 21 May 2012
* Advanced Microsoft Excel Training | Informatics | 03-04 May 2012
* SQ Preparation and Query | BPI/MS (In-house training) | 06 February 2012
* Advanced Microsoft PowerPoint Training | Informatics | 13-14 October 2011
* Career Jumpstart | Polytechnic University of the Philippines (PUP) | 22 March 2011
* Delivering Your Message Across Professional Impact | PUP | 18 February 2011
* Popular Lecture on Information and Communications Technology | PUP | 16 December 2010
* Mathematics and Statistics in the Different Disciples | PUP | 08 September 2010
* Career Orientation | Manulife Financial | 31 August 2010
* True or False: Fallacies of Mathematics | PUP | 20 February 2009
* The Beauty of Mathematics | Polytechnic University of the Philippines (PUP) | 18 September 2007
* How to be a Good Leader | Manuel Luis Quezon High School | 04 August 2006
* Hi-Youth Club Management Training | Jose P. Laurel High School | 28-30 July 2006

Achievement

* Corps Staff ranked *G4 (Logistic Officer),* Citizens Advancement Training (C.A.T.), 20062007



* Generated Monthly Financial Reports and managed the canvassing and distributing officers’ paraphernalia.
* *Secretary*, Supreme Government Organization (S.G.O.), for two consecutive years
* *Secretary*, Hi-Youth (Hi-Y) Club, 20062007



* *Secretary*, Manila Youth Council Against Drug Abuse (MYCADA), 20062007



* Recorded appointments and minutes of meetings; typed and communication and report
* *Lathalain Writer*, “Ang Landas” (High School Newspaper), 20032007



* Awarded as Ms. Guidance Counselor twice, Manuel Luis Quezon’s Foundation Day
* Maintained the orderliness and cleanliness of my Alma Mater.

**Licensure**

Civil Service Professional Examination (Passed)

Republic of the Philippine’s Civil Service Commission

October 21, 2012

**Profile**

Age: 25 years old Height: 5’6”

Citizenship: Filipino Weight: 120 lbs.



Civil Status: Single Languages Spoken & Written: English & Filipino

**Character Reference**

To be furnished upon request