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**CINDY**

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**CAREER OBJECTIVE**

Experienced Subject Matter Expert and Business Process Delivery Associate for 2 years in the Business Process Outsourcing industry and a graduate of BSBA Financial Management. Seeking an opportunity to leverage my acquired academic knowledge and work experience in improving the company processes to attain its objectives.

**KEY COMPETENCE**

Excellent Knowledge of Accounting and Economics Growth Strategies

Superior collaboration and idea-sharing Excellent Communication skills

Completely pursue scalable customer service Multi-task effectively

“Outside the box” thinking Seamlessly visualize quality

Profound interpersonal skills Customer Service oriented

Proficiency in Computer Operations Basic Computer troubleshooting

**WORK EXPERIENCE**

**Subject Matter Expert** Aug 2016 – May 2017

**ACCENTURE** Manila, Philippines

*A-List Awardee*

* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.
* Responsible for coordinating the job within the team to meet metrics.
* Execute repeatable core business processes with a focus on efficiency, first-time quality and overall continuous process improvement.
* Review and deliver coaching feedback to QA.
* Attend to client meetings as scheduled.
* Support co-agents and provide assistance

**Business Process Delivery Associate** Aug 2015 – Jul 2016 **ACCENTURE** Manila, Philippines

* Update and maintain various systems/tools per standard process documentation which may include: Execute transactions with minimal direction, enter data and retrieve information from group specific system
* Audit own data entry for accuracy & make needed corrections and conduct data verification
* Participate in process improvement initiatives or special projects as assigned
* May coordinate the work of a small team in areas of high volume transaction processing and/or the training/education of new and/or more junior team members on operation procedures & policies
* May serve as technical and functional resource to other team members

**Marketing and Claim Assistant** Jan 2015- June 2015

**On-the-Job-Trainee** July 2014 – Dec 2014

**Standard Insurance Co. Inc.**  Manila, Philippines

* Responsible for logging incoming claims, and filing
* Mailing claims’ checks.
* Answering and forwarding incoming phone calls
* Receiving and sorting daily mail
* Greeting clients daily, either in person or via answering the telephone
* Provide clerical assistance to the other staff members
* compiling and distributing financial and statistical information such as budget spreadsheets
* assisting with promotional activities
* visiting customers/external agencies

**EDUCATION**

**BS-Business Administration in Financial Management** Jun 2011 – May 2015

**New Era University** Manila, Philippines

**TRAININGS AND SEMINARS**

Accenture Roadshow Manila, Philippines, Apr 2017

Business Continuity Plan Manila, Philippines, Feb 2016

Business Continuity Management Manila, Philippines, Mar 2016

Business Continuity management Manila, Philippines, Jan 2016

1st ASEAN Young Entrepreneurs Conference Manila, Philippines, Jan 2015

Building and Creating Wealth Manila, Philippines, Feb 2014

Setting Up a Smart and Secured Outlay Manila, Philippines, Feb 2014