

# Danica Winzen Sy

Manila, Philippines | +639151272052 | danicasv311@gmail.com | [www.linkedin.com/in/danica-w-s/](https://www.linkedin.com/in/danica-w-s/)

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## SUMMARY

**Detail-oriented** operations professional with experience in **process documentation, workflow optimization, and structured communication**. Proficient in creating **SOPs, internal guides, and technical documentation** that enhance efficiency and knowledge retention. Skilled in analyzing workflows, identifying inefficiencies, and translating complex processes into clear, developer-friendly documentation. Currently expanding into **front-end development**, focusing on **React Native, HTML, CSS, and JavaScript**, to bridge the gap between documentation and software implementation, improving clarity and user experience.

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## WORK EXPERIENCE

**ES Asia** *Makati, Philippines*

Aug 2023 – Present

Operations and Client Support Manager

- **Project Proposals & Business Strategy**
  - Created **detailed project proposals** outlining objectives, scope, and implementation strategies.
  - Developed **client-focused presentations and reports** to communicate business solutions effectively.
  - Conducted **market and competitor research** to support data-driven recommendations.
- **Operational Process Optimization**
  - **Enhanced workflows**, reducing turnaround time for operational tasks by 20% for better efficiency.
  - Managed **daily operations**, including client deliverables, invoice processing, and issue resolution.
  - **Standardized processes**, ensuring compliance, consistency, and knowledge retention.
- **Cross-Functional Collaboration & Performance Analytics**
  - Coordinated with **technical, finance, sales, and marketing teams** to ensure operational readiness.
- **Client Success & Promotional Campaigns**
  - Supported **client success initiatives**, contributing to a 300-400% sales performance increase in 2024.
  - **Led promotional and campaign operations**, ensuring smooth execution with minimal direct negotiation.

**Manulife / John Hancock** *Quezon City, NCR, Philippines*

Apr 2021 – Jul 2023

Taiwan Trade Management Lead

- Developed **internal process documentation** and step-by-step guides to standardize workflows and improve operational efficiency.
- Led the **offshore migration** of Taiwan trade operations, creating scalable workflows and enhancing team productivity.
- **Trained and mentored** a team of five, improving accuracy and reducing delayed transactions by **70%**.
- Established **communication protocols** that cut turnaround times by **75%**, ensuring seamless trade execution.

- Managed risk strategies, achieving a **102% target** and preventing financial losses through proactive tracking and reporting.
- Collaborated with cross-functional and regional teams to **align workflows** and ensure smooth operations.

#### **Trade Operations Specialist**

Oct 2020 – Mar 2021

- Oversaw daily trade operations for Hong Kong and Taiwan accounts, ensuring compliance with financial regulations and internal policies.
- Coordinated with onshore teams to process trades accurately, mitigating risks and achieving **100% trade settlement success**.
- Supported the transition of trade operations to the Philippines, documenting processes and training initial team members.
- **Enhanced reporting mechanisms** for trade activities, improving data accuracy and decision-making.

#### **Honeywell International BGC, Philippines**

##### **Senior Employee Service Administrator (Multilingual)**

Sep 2019 – Feb 2020

- Assisted in developing a localized system for the department in collaboration with China counterparts.
- Resolved service issues by identifying root causes and implementing effective solutions to ensure employee satisfaction.

#### **Ayala Land Premier Makati, Philippines**

##### **Premier Property Specialist**

Jun 2017 – Apr 2018

- Generated and maintained a consistent pipeline of leads, averaging 50 per day and converting at least 20 hot leads weekly.

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## **EDUCATION and PROFESSIONAL DEVELOPMENT**

### **University of Santo Tomas**

2016

*BS Business Administration major in Marketing Management*

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## **KEY SKILLS**

- **Process Documentation & Optimization** – Workflow automation, process improvement, and structured documentation
- **Technical Writing & Content Development** – Developing SOPs, internal guides, and project documentation
- **Operations & Project Coordination** – KPI tracking, performance monitoring, and cross-functional collaboration
- **Data Analysis & Reporting** – Generating business insights, performance metrics, and decision-making reports
- **Development & Collaboration Tools** – **Redmine** (issue tracking), **Telegram, Viber, Discord, Slack & Rocket.Chat** (team communication), **Miro** (UI/UX planning), **Trello** (project management)
- **Technical Proficiency** – **Google Workspace, Microsoft Office Suite, Lucidchart, Trello**, and CRM tools
- **3 Languages** – English (Native), Filipino (Native), Mandarin (HSK 5 passer)