Mario Conrado P Bacuyag III

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PROFESSIONAL PROFILE

- 3+ years of progressive experience in various Finance operations.
- 10 years of progressive experience in insurance operations.
- Strong analytical and organizational skills that can work in a multi-tasking and rapidly changing environment.
- Strong staff training, coaching, and mentoring skills
- Proficient in Excel, VBA, Power BI, Power Query, PowerPoint, Access, Bizagi and Visio.

PROFESSIONAL EXPERIENCE

Manulife Financial, Diliman, Quezon City

Fund Accounting Senior Analyst, Finance – VPA Fund Administration, August 23, 2021 – Present

- Initiate the VPA daily trade process via an application batch process
- Work closely with the Global Batch Operations Center (BOC) to troubleshoot issues that may arise during either process
- Review exception/variance reports and communicate accordingly to Boston staff
- Ensure the integrity of the VPA system data through daily detailed reconciliations with various source data
- Research variances and work with business unit control areas and Boston staff to resolve
- Ensure that all work is completed on time and within given guidelines/standards
- Provide excellent customer service within the organization
- Monitor processing of trade transactions submitted by the Business Units per policy and procedures
- Ensure the integrity of the VPA system data through daily detailed reconciliations with the Business Units
- Troubleshoot issues that arise during the process and escalate to the Director as needed
- Ensure that all work is completed on time and within given guidelines/standards
- Provide the Asset allocation team daily reporting on underlying fund positions within their fund portfolios
- Process trade instructions within the VPA application as dictated by the Asset Allocation Team
- Daily review and reconciliation of ETF market value positions
- Daily review and reconciliation of direct security trades and share positions
- Ensure department procedural documentation is accurate and current
- Assist with Business Unit fund and product initiatives
- Assist with the system development and change process
- Monitor and troubleshoot our RPA automation processes with the Robotic Automation Solutions team

Lease Administration Senior Analyst, Investments Finance - Corporate Real Estate, August 2018 – August 20, 2021

- Assist and support in the delivery of real estate portfolio database management, lease administration and lease abstraction services
- Assist in implementation of web-based data management system, update files and records, create therein if necessary
- Confirm data integrity and liaise with property administration managers to secure contracts / agreements/ property records and to ensure correct base rent, Common Area Maintenance, real estate taxes, applicable local taxes, insurance, etc.
- Record and extract lease clauses/terms/conditions/options into database and track pertinent lease information (i.e., inter-entity contracts, third-party tenancies, expirations, renewals, mid-term amendments, etc.)
- Maintain and update property information such as unit information, floors, and area for units and building
- Ongoing updates to lease records as required including tenant contact information, renewal processing, and other updates as required
- Monitoring of critical dates and option status information
- Perform self-audit of work done to ensure accuracy
- Assist and prepare periodic reports for management purposes
- Creates and maintain Excel macros on reporting tools

Subject Matter Expert (Individual Contributor), John Hancock New Business, June 2015 – August 2018

- Conducts new hire training and manages new hire training program
- Conducts and manages team's up-training and cross-training
- Conducts process calibration and skills verification examination
- Process mapping for team's processes and procedures
- Identify Business, Financial, and Compliance risks on processes, and provide recommendations to Business Unit
- Performs Audit request from BU and provides recommendations
- Up-to-date AC procedures
- Provides refresher courses to the team which includes KYC and AML process.
- Communicates any training and development programs to the Management and Business Unit
- Analyzes transactions and ensures quality, consistency, and client satisfaction
- Handles the set-up of cases according to checklist and guidelines
- Innovates on procedures while recommending improvements based on process knowledge
- Handles and reviews escalations related to process procedures
- Creates and updates job aids
- Conduct skill-based trainings on various topics such as technical or system enhancements, upcoming events, product information and procedural updates
- Works hand in hand with the team leader to develop training programs and plans for the team or a certain individual
- Conduct a regular training needs analysis for personal and professional development of the staff

- Prepares monthly corrective action plan reports
- Facilitates weekly team huddle (Process Updates, Reminders and Feedback)
- Identify opportunities for training and process improvement recommendations
- Conducts floor walks during idle time and acts as OIC if Team Lead is on leave.
- Reviewed User Acceptance Testing Process and performed testing for AWD and Salesforce
- Handles escalations regarding AML Bridger Alerts, Lexis Nexis Reports, and Underwriting request.
- Handles Mailfeedback and NBSystems support request
- Performs VBA coding for Excel documents

Alpha Case Manager, John Hancock New Business, August 2008 – June 2015

- Reviews applications and documentation for accuracy
- Identifies the correct requirement in a policy
- Handles the set-up of cases
- Provides back–up support
- Accountable for reviewing all incoming applications and documentation for accuracy
- Handles the set-up of cases based on multiple sales channels and adhere to their individual procedural nuances
- Provides back-up support to the document management role
- Adds all sales and support contact information based on the most current sales agreements to ensure integrity of commission payments and privacy of client data
- Ensures that the data entered into the Siebel system and all outstanding requirements are 100% accurate to warrant that there are no delays in case processing
- Identify the correct requirement based on policy size and sales channel

EDUCATION

University of the East, Manila
BS Mathematics Minor in Actuarial Science, April 2007

University of the Philippines, Baguio
BS Mathematics, Attended from 1999-2003

Technical/Functional Competencies

- Project Management
- Catch Reporting
- BOOST and VIGOR resource person
- VBA and Java coding

Tools Experience

- VPA
- Alteryx
- Power BI
- Power Query

- Yardi
- Tririga
- VTS
- Siebel
- SalesForce (Tester)
- AWD (Tester)
- Bridger Alert
- Bizagi and Visio
- Tableau
- NetBeans and Eclipse for Java
- Powerpoint
- Excel
- MS Access

Trainings and Certifications

Certifications:

- Chartered Institute for Securities and Investment – Introduction to Securities & Investments (Passed with Merit) – September 5, 2019
- Chartered Institute for Securities and Investment – Fundamentals of Financial Services (Passed) – May 28, 2019
- UP System Information Technology Foundation, UP Diliman – Java II (Intermediate) – December 2018
- UP System Information Technology Foundation, UP Diliman – Java I (Basic) – November 2018

Trainings:

- 2021 Combating Money Laundering and Terrorist Financing – October 29, 2021
- GWAM Operations Anti-Fraud Training 2021 – October 28, 2021
- 2021 MBPS Data Privacy Training – August 17, 2021
- Information Protection 2021 – August 17, 2021
- Educational Committee: Common Mistakes in Writing Collaboration in Virtual Team – May 27, 2021
- Educational Committee: IFS Overview – May 26, 2021
- Power Automate Training - Creating a Flow – June 16, 2021
- Alteryx Automation Overview – February 24, 2021
- Coffee & Learn - Account Reconciliations – January 19, 2021
- MBPS L&D - Certified Facilitator's Workshop, September 1-2, 2020
- Break to Educate Series: Power Query Basics and Application – August 8, 2020
- Technical Series: Power BI Training – July 22, 2020
- MBPS L&D: Data Storytelling, July 14-17, 2020
- Power BI Basic Concepts and Navigation Refresher, June 18, 2020
- MS Access (Intermediate) – April 30-May 4, 2018
- Excelling in Today’s Work Environment – Individual Contributors, August 30, 2017
- MBPS SIL: Pivot (Excel 2010), August 29, 2017
- BPMN Course refresher for NBUW SME/Process expert – August 18, 2017

- MBPS SIL: BA Public Run - DNA Analysis, August 7-11, 2017
- MBPS SIL: Introduction to Insurance Operations, July 26, 2017
- NBUW: Basic MS Access, June 12,14,16,19,21, 2017
- MBPS SIL: Data Visualization, May 24-26, 2017
- Introduction to Excel VBA, May 18-26, 2017
- MPBS SIL:2010 Excel (Basic Level), March 8-12, 2017
- Business Process Improvement, February 27, 2017
- MBPS NBUW: Lean Basics Training, February 15, 2017
- Facilitated IDP Workshop for JH Life ACM Dayshift Team, January 12, 2017
- IDP Workshop, November 28, 2016
- NBUW L&D: Effective Test Writing Workshop, July 8-13, 2016
- Ensuring Your Success at Manulife (Success Profile), March 30, 2016
- NBUW Campus: Build Your Personal Brand Training, February 4, 2016
- NBUW Campus: Speaker Series - The Five Dysfunctions of a Team, December 9, 2015
- Facilitating Adult Learning 2, July 22-30, 2015
- Facilitating Adult Learning 1, July 10-15, 2015
- BPMN, May 2015
- Total Quality Management, November 2011
- Portfolio Modeling Training Program (With advance Spreadsheet Training) - August 2011
- Actuarial Society of the Philippines Training - January 2010