

YHE ANN MARIE I. MEDIAVILLO

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27 years old Single
September 6, 1989 Filipino

Education: University of the Philippines Diliman, Philippines
Bachelor of Science (2012)
Major in Community Nutrition

Work-Related Experience:***Knowledge Management Supervisor (OIC)***

QBE GSSC

September 2016 – Present

- Ensure to promote knowledge management and sharing by enterprise's operational business systems and processes.
- Develop strong links amongst knowledge sharing and information systems.
- Implement steps to improve integration between information systems in organization to help seamless information exchange across systems.
- Perform to promote to enforce idea sharing and work with internal teams along with external partners.
- Support setting-up and nurturing practice communities of practice involving workshops, customized guidance and troubleshooting.
- Ensure to share experiences all through practice communities, business segments and networks on new approaches for knowledge sharing.
- Oversee and analyze knowledge sharing system, evaluating opportunities and external benchmarking.
- Collaborate with service delivery, leadership and learning, and operations excellence teams to ensure design, deployment and development of Corporate Knowledge Management system.
- Ensure core system services delivery entrenching customer control, focus and best practice at entire work aspect.
- Involve in member's matrix management dealing in project internal delivery.
- Support production staff and entrance to quality management processes and information.
- Produce and maintain different numbers of corporate reports externally and internally to ensure quality data.
- Present primary strategic data to Senior Management Team to support program decision making.
- Present knowledge input on expert systems into projects related to design and supply of process improvements.
- Conduct knowledge management trainings to knowledge custodians, service managers, operations managers, and onshore process owners
- Manage 60 knowledge custodians and knowledge management interns for ANZO, North America, APAC, and EO operations

Senior Knowledge Management Specialist

QBE GSSC

January 2016 – August 2016

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Operations / Workflow Coordinator

Datalicious Pty Ltd

September 2014 – December 2015

- Work with key program team members, account managers and project managers in planning and developing program/project work plans, budgets, implementation plans and contingency plans, and business and technology requirements.
- Communicate project resource schedules and any project staff changes with the team in a timely manner
- Identify barriers to successful completion of operational goals and helping to determine potential solutions to those barriers
- Monitor deliverables due from project team members and follow-up with assigned member.
- Escalate any resourcing / project delivery issues immediately to the Workflow Manager and Project Managers
- Provide timely and accurate communication with the project manager, workflow manager,

- team members and key stakeholders to ensure understanding of project status and direction,
- upon request.
- Manage and maintain the company's CRM and customer support systems
- Assist in the end-to-end recruitment process for the Manila office
- Coordinate and schedule meetings for the team

Executive Secretary of the Senior Vice President/Chief Financial Officer

Federal Land Inc. under the Metrobank Group of Companies

December 2013 – September 2014

- Monitored the progress of the different projects under the comptrollership group
- Monitored the deliverables due from the different departments under the comptrollership group
- Escalated any project delivery issues immediately to the CFO
- Prepared and edited correspondence, financial reports for Board and Executive committee meetings
- Served as a liaison between executive officers, staff and other agencies
- Established a monitoring system for all outgoing and incoming documents
- Managed the CFO's calendar; including scheduling appointments, meetings and speaking engagements

Project Coordinator (Project-based)

Office of Gov. Jose Salceda

June 2013 – December 2013

- Gathered, analyzed, and reported project research information
- Created and maintained project status reports, project plans, timelines, and task lists
- Researched and maintained issues, dependencies, assumptions, risks and issues for project members
- Participated in researching problem resolutions and resolving problems
- Recorded and published meeting notes and followed up on action items to ensure completion
- Coordinated and scheduled all meetings for the team

Onboarding and Training Associate

IBM Global Process Services

July 2012 – June 2013

- Assisted in the end-to-end recruitment process of candidates for the American Airlines Account
- Contributed in enhancing recruitment processes and implemented new solutions to improve results and increase productivity of the recruitment team
- Conducted process trainings for new hires of the onboarding team

Trainings and Seminars Attended:

- Participant, Six sigma - IBM (August 2012)
- Participant, Business Writing Training - IBM (August 2012)
- Facilitator, Onboarding Process Training for New Hires (November 2012 - May 2013)
- Facilitator, SABRE Training for New Hires (November 2012-May 2013)
- Facilitator, Communication Skills Check Training for the Onboarding Team (December 2012 – May 2013)

Skills and Interests:

- Qualtrics
- Power BI
- Harvest Scheduler and Teamwork Planner
- MS Project 2010 Professional
- MS Sharepoint
- Taleo
- Analytical and problem solving skills
- MS Word, MS Excel, and MS Powerpoint
- Excellent organization and presentation skills.
- Effective verbal and listening communications skills