Executive Summary
Dynamic People Analytics Implementation Lead with a proven track record of delivering end-to-end reporting solutions and driving operational efficiency. Skilled in data integration, analytics, and insights, with a focus on customer enablement and implementation scalability.

Areas of Expertise
- Data Integration
- Analytics and Visualization
- Customer Enablement
- Implementation Scalability
- Global Team Collaboration
- Requirements Gathering

Key Achievements
- Led a Mulesoft-powered risk/claims dataset rollout at AIG APAC, achieving 100% data accuracy and accelerating executive insights delivery by 2 days.
- Oversaw a Workday ERP rollout at AIG Australia, streamlining data migration and testing processes.
- Implemented Lean Six Sigma at ACS Xerox, resulting in a 10% cost reduction and improved customer satisfaction scores.

Career Summary
Education
- Bachelor of Information Technology | Kent University (2025)
- Cert IV in Security Networking | Danford Colleges (2021)
- Bachelor of Science in Marketing | Lyceum of Batangas University (1998)

Certification
- Lean Six Sigma Black Belt | ACS Xerox
- Prosci-Informed Change Practitioner (Experience-Based)

Technical Skills
- Microsoft 365
- SharePoint
- Power BI
- Jira
- Smartsheet
- Zendesk

Professional Experience

AIG Australia Limited
Data and Reporting Governance Lead
Jan 2020 – Oct 2024

- **[Data Engineering]** Led successful implementation of new datasets and data projects, ensuring timely delivery and customer validation support.
- **[Requirements Gathering]** Gathered and documented detailed data requirements for metric and storyboard build.
- **[Global Team Collaboration]** Collaborated with internal Machine Learning Engineering team to deliver predictive and forecasting statistical models for business use cases.

ACS Xerox
Process Improvement Leader
Jan 2010 – Nov 2011

- **[Ambiguity Management]** Facilitated call center transformation using Lean Six Sigma, navigating through ambiguity to achieve a 10% cost reduction.
- **[Customer Enablement]** Designed training rollout strategies to ensure 100% compliance with updated process standards.
- **[Cross-Functional Collaboration]** Partnered with operations to improve agent productivity and customer satisfaction scores.

EnergyAustralia

Change Manager
Jan 2025 – Mar 2025

- **[Setup]** Coordinated change readiness and training for regulatory implementation across multiple business units.
- **[Configuration]** Ensured alignment between regulatory objectives and internal business processes.
- **[Statement of Work]** Supported stakeholder engagement and compliance with legal and regulatory frameworks.

AIG Shared Services
Operations Analyst – Workforce & Project Reporting
Jan 2011 – Dec 2018

- **[HR Data System]** Oversaw reporting processes related to project resource tracking and cost center performance.
- **[Storyboard]** Created automated Excel dashboards to report on workforce planning KPIs and contractor utilization.
- **[Product Enablement]** Supported project and operational teams in aligning reporting tools with business planning cycles.