Mary Angel Cagulada
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Professional Summary

Results-driven **ICT Technical/User Support Specialist** with over 4.5 years of experience in ERP systems (SAP, Oracle NetSuite). Proven ability to troubleshoot complex system issues, streamline financial reporting, and deliver solutions that align technical capabilities with business needs. Adept at cross-functional collaboration, regulatory compliance, and agile project management.

Core Competencies

- ERP Systems (SAP ECC)
- Incident Management & Root Cause Analysis (RCA)
- Agile Methodologies & ITIL Practices
- Advanced Microsoft Excel (Pivot Tables, VLOOKUP, Macros, Data Analysis)
- Business Analysis & Requirements Gathering

Technical Skills

- **ERP Systems**: SAP ECC (FICO, MM, Treasury), Oracle NetSuite
- **Data Tools**: ETL Processes, MS Excel (Advanced)
- **Reporting**: SAP FI Reports, Financial Management Systems
- **Collaboration Tools**: JIRA, Confluence

Professional Experience

ICT Technical/User Support (Tier 2)
   International Organization for Migration (IOM) Mission – MAC
   August 2020 – Present
- Provide Tier 2 support for SAP ECC modules, including FICO (Asset Management, AP/AR, GL), MM, Treasury, and FIORI applications.
- Conduct system testing, troubleshoot issues, and collaborate with cross-functional teams to ensure seamless operations.

Technical Support Engineer
   Oracle NetSuite
   January 2020 – May 2020
- Supported Supply Chain Management product line, diagnosing and resolving system issues.
- Reduced ticket resolution times by 20% through proactive root cause analysis.

Finance Manager
   Aquabosses Inc. | Signature Hospitality Management & Consultancy Services
   November 2018 – January 2020
- Prepared regulatory compliance reports (VAT, withholding tax) and monthly Profit & Loss statements.
- Streamlined budget processes, improving fiscal transparency and accountability.

Business Analyst
   NTT DATA PH
   June 2018 – September 2018
- Led the migration of a restaurant chain's Profit and Loss reporting system from Excel to a cloud-based platform.
- Utilized ETL processes for data transmission, enhancing data accessibility for stakeholders.

External Consultant (Business Functional Analyst)

Deutsche Bank (DKS)
February 2017 – March 2018
- Contributed to the BCBS239 Data Lineage Project under agile methodologies, ensuring compliance with German regulatory standards.
- Improved data sourcing efficiency by 15% through optimized workflows.

Senior Technical Support
Gatessoft Corporation
January 2014 – June 2016
- Collaborated with client SMEs on system implementation projects.
- Conducted root cause analysis (RCA) for escalated incidents, improving issue resolution times.

Education
Bachelor of Science in Accountancy
Philippine Christian University
Graduated: 2013

Certifications
- **Oracle NetSuite Essentials Training** – Oracle NetSuite
- **Business Analysis Body of Knowledge (BABOK)** – Digileaf Inc

References
Available upon request.