

Carmela Cruz

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PROFILE

- Ten years of experience in different skill sets working for multinational organizations mostly in the Shared Services / BPO industry consisting of leadership, global marketing, relationship management, customer service, compliance, projects, process improvement, training and finance.
- Recognized skills in mentoring and in leading team projects.
- Proven ability to work in a fast-paced, high volume, deadline-oriented environment.

EDUCATION

Bachelor of Science in Business Administration
Major in Computer Applications
De La Salle – College of Saint Benilde Taft Avenue, Manila
Graduated 2003

SKILLS

Leadership	Global Marketing	Relationship Management
Customer Service	Compliance / SOX	Process Improvement
Projects	Process Migration	Process Documentation
Training	Mentoring	Contract Management
Insurance	Investment	Finance
SAP SD/ SAP BW	Salesforce	Website Administration
Blogging	Social Media	Events Management
Reporting	Analysis	Program Administration

EXPERIENCE

DEVEX, April 2013 – Present

Consultant for Corporate Accounting

- Take part in all activities related to billing and collections. Including client billing, managing payments received, keeping accounting records, maintaining member billing account profiles
- Manage the collections of corporate accounts with outstanding balances
- Maintain relationships with global members through phone and email correspondence to address specific inquiries related to collections and other billing issues.
- Work on projects and responsible to report out trends

Sun Life of Canada Philippines Inc. (Part Time), December 2012 - Present

Financial Advisor

- Conduct financial planning consultation and provide advice on possible investment options terms of traditional life or variable universal life insurance.

Chevron Holdings Inc., April 2006 – April 2012

Senior Retailer Advocate (April 2006 – September 2008 and January 2012 – April 2012)

- Develop and maintain strong working relations with new and existing Chevron/Texaco marketers/retailers
- Subject Matter Expert for business transactions processes
- Conduct process training for new hires

- Handle escalations, daily financial business issues and merchant credit card issues such as chargeback, batch reconciliation, disputes and adjustments related to invoices and electronic fund transfers
- Provide assistance to Chevron US marketers/retailers in Chevron Business Point concerns (e.g. website administration, access and technical issues)
- Provide assistance to Marketers on issues related to loading fuel products from the terminal due to product allocation, supply outage and other related concerns

Brands Specialist *(September 2008 – December 2011)*

- Handle the review, interpretation and administration of product integrity/compliance, brand/advertising programs and rent/billing support functions

Other Special Roles Handled:

RMC's Safety Champion, January 2012 - April 2012

- Developed and implemented activities for MDSC that promoted and ensured not only healthy and safe work environment, but also a healthy and safe lifestyle.

E-Room to SharePoint Migration of Files, March 2012 - April 2012

- Spearheaded the organization of the team's important files and migrated them from E-Room to SharePoint

Self-Managed Learning Program LG1, January 2011 – December 2011

- Worked on own strategic learning contract involving performance agreements that will contribute both to personal and professional goals that would benefit the organization.

Information Risk Management Compliance Coordinator, January 2009 – December 2011

- Facilitate the implementation of Information Protection programs and processes within the team
- Define, implement and communicate the IRM Compliance Review process and selected compliance tool(s)

Cost Management Coordinator, January 2010 – December 2010

- Implement Cost Management Activities for the team
- Responsible for closely monitoring IT Costs of the team in Critter

Events Coordinator, August 2006 –December 2011

- Responsible in reserving conference rooms, equipment needed and food for team meetings or training
- Conceptualize individual birthdays and other team celebrations
- Take charge of the logistics of the team's celebrations

Sarbanes-Oxley (SOX) Compliance Member, January 2009 to December 2010

- Conduct buddy review for processed claims needed for SOX testing
- Ensure no control weakness

HSBC Electronic Data Processing Philippines, August 2005 – April 2006

Customer Care Associate

- Provide support for US Credit Card Holders
- Upsell add-ons

Convergys, November 2003 – June 2005

Technical Customer Care Representative II

- Team's Officer in Charge and assisted Team Leader in coaching, call audits, schedule adherence
- Handle escalations and provide level 2 technical support for DSL subscribers
- SME for First Call Resolution, Average Handling Time and Point of Service Excellence