

Maureen Mae A. Terminez

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Experience

PRE – SALES SOLUTION DEVELOPER | ORACLE NETSUITE | FEB 2017 - PRESENT

- Provide help to Solution Consultants with customizing and configuring demo accounts for prospect clients based on unique requirements.
- Deliver fix to issues encountered by Solution Consultants prior to demo
- Maintain enhancements for demo accounts
- Point of contact for Salesforce integration and user access administration
- Resource in user access administration/integration of NetSuite ERP, Shopify, and ShipStation using NetSuite Connector (FarApp).
- Provision and manage integration of NetSuite and OpenAir demo accounts
- Helpdesk Analyst in driving troubleshooting performance and system errors
- Provide Oracle Application Express support for enablement team
- Deliver Oracle Enterprise Performance Management Cloud support and account maintenance

IT MENTOR | MMDC | AUG 2023 - PRESENT

- Part time work
- Guide students through various IT concepts, technologies, and tools, ensuring a strong foundation and practical understanding.
- Prioritize competency development above knowledge acquisition through leading, managing, and facilitating problem-solving-based, project-based, or case-based learning experiences.
- Offer one-on-one mentoring sessions, answering questions, addressing concerns, and providing valuable insights to help students overcome challenges.
- Manage group using online technologies; handle individual or small group engagement using a variety of communication channels such as email, chat text, and even phone conversations.
- Provide the necessary support, direction, feedback, guidance, and opportunity for iteration to ensure the accomplishment of learning objectives.
- Encourage and motivate students to pursue their career goals, offering career advice, sharing industry insights, and helping them stay updated with the latest trends.
- Determine the extent to which learning objectives are attained in both formative and summative circumstances.
- Contribute to curriculum development:
- Collaborate with our instructional design team to develop relevant and engaging course content, incorporating your industry expertise.
- Understand and adhere to program and course design, optimizing available resources, and collaborating with the Instructional System Design team for improvements and adjustments.

DATA ANALYTICS MENTOR & INSTRUCTOR | ESKWELABS | FEB 2022 - PRESENT

- Part time work
- Guide the students in their Data Analytics learning during breakout room exercises
- Help the students develop their Data Analytics Bootcamp sprint output
- Keeps track of student progress (qualitative, checking assignments)
- Mentor for DABC5 to DABC7 | DABC8 to DABC15 SQL Instructor

IT INSTRUCTOR | SAINT LOUIS COLLEGE | AUG 2022 – MAY 2023

- Part time work
- Responsible for planning, supporting and/or teaching an instructional program aimed at ensuring that the school's strategic goals are realized.

PROJECT & SERVICE MANAGEMENT ANALYST | ACCENTURE | 2013 - 2017

- Provide oversight to eight reporting analysts supporting Network Services implementing projects worldwide
- Handles the data gathering, mining and analytics of high-risk clients (Project Support/Professional Services)
- Presents business cases to stakeholders
- Creates dashboards, customizations, and automations
- Facilitate SharePoint administration and customizations
 - Leave Management using SharePoint inside secured workspace
 - Piloted client overtime tracking system
 - Established client invoicing
 - Launched task-based productivity tracker/costing system
- Created different systems for the client:
 - Resource Management System
 - Learning Management System
 - Quality Management System

SOLUTIONS ENGINEERING SPECIALIST | ACCENTURE | 2012 - 2013

- Create network diagrams, design and process flow, bill of materials and prepare request for quotes
- Work closely with Solution Architects to design and implement solution processes
- Maintain expert knowledge of client products to develop and present unique solutions

SALES & SERVICE REPRESENTATIVE | CONVERGYS | 2011 – 2012

- Fixed term hire during account peak season
- Provide assistance to customer general and account inquiries and aid them with their minor equipment issues

SALES EXECUTIVE OFFICER| AEGIS PEOPLE SUPPORT | 2010 – 2011

- Handles customer inquiries on loans and provide guidance in choosing the right loan based on their needs

CUSTOMER SERVICE REPRESENTATIVE INBOUND | SITEL PHILIPPINES | 2007 – 2010

- Assists customers with pending legal issues specific on their accounts such as fraud and identity theft

Skills, Abilities & Certifications

SERVICE MANAGEMENT

- ITIL V3 Foundation Certified
- Completed CCNA Exploration 1: Networking Basics
- Finished CCNA Exploration 2: Routing Protocols and Concepts of the Cisco Academy

SYSTEMS AND TOOLS

- NetSuite Certified SuiteAnalytics User
- NetSuite Certified Financial User

- Oracle Cloud Infrastructure Foundations 2020 Certified Associate
- NetSuite Certified Administrator
- NetSuite SuiteFoundation Certified
- SQL: Data Reporting and Analysis and Advanced SQL for Data Scientist
- NetSuite-SFDC integration
- NetSuite-OpenAir integration
- Skilled in HTML, CSS, PHP and SQL & MYSQL programming
- Experienced in Bootstrap framework, Javascript & Python programming
- Knowledgeable in MS Office Suite, MS SharePoint and MS Visio
- Advanced user in BigQuery, G Suite and Google Data Studio
- SuiteWorld Las Vegas 2019 Hackathon participant

MANAGEMENT

- Completed Agile Development Practices training
- Supported the first outsourced Program/Project Management of Accenture Network Services
- Ability to work in a fast-paced environment with a strong sense of accountability
- Predictable and repeatable publication of reports

COMMUNICATION

- Berlitz B2 passer
- Strong written skills
- Solid coaching skills acquired through Supervisor 101 and 201 trainings
- Application of Next Generation Leaders code

LEADERSHIP

- Oracle Women's Leadership alumna
- Accenture Yellow Belt Lean and Six Sigma Trained
- Bi-Monthly reporting to Accenture Executives and client executives regarding financials and achieved scores
- Weekly touch-base with US manager regarding requested customizations and progress reports

Awards

- FY2022 Amplifying EPM Success Recognition
- FY2022-Q2 Social Media Advocate
- 2021 Sales & Consulting MVP Awardee
- Nominee in Oracle Women in Tech Series 2021
- 2019 Solution Development Group Rockstar
- 2017 Trailblazer Employee Awardee
- YoY Accenture Top Performer
- 2013 Innovation and Value Creator Awardee

Education

MASTER IN INFORMATION TECHNOLOGY | 2021 - PRESENT | UNIVERSITY OF THE CORDILLERAS

- Major: Professional Track Services

The PSM track was designed in collaboration with Texas Instruments Philippines, Inc. (TIPI) through the Science, Technology, Research, and Innovation for Development (STRIDE) Program of the United States Agency for International Development (USAID). This track develops professionals that excel in information and communication technology while simultaneously cultivating highly valued business skills.

MASTER IN BUSINESS ADMINISTRATION | 2015 – 2019 | JOSE RIZAL UNIVERSITY

Related coursework: The Master in Business Administration (MBA) program combines mandatory business management courses and specialization cognates on management, marketing, finance and accounting, economics and public policy, production management and information & communication technology.

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY | 2009 – 2011 | UNIVERSITY OF THE CORDILLERAS

· Major: Web Development

Related coursework: The program focuses on the roles of IT professionals ranging from installing applications to designing computer networks and databases to meet the needs of the industry and government. The development, management, and maintenance of IT systems are key competitive factors that are essential to business success in today's world.

BACHELOR OF SCIENCE IN CHEMICAL ENGINEERING | 2003 – 2008 | SAINT LOUIS UNIVERSITY

SECONDARY EDUCATION | 1999 – 2003 | SAINT LOUIS COLLEGE

PRIMARY EDUCATION | 1992 – 1999 | CHRIST THE KING COLLEGE