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Work Experience

Master Data Associate

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February 2024 to Present

• Create and maintain customer, vendor, and employee data in Oracle JDE for NA and LATAM clients.
• Monitors and fulfills ServiceNow tickets for Ariba, user-defined codes, customer, vendor, and employee maintenance requests.
• Created SOPs or process manuals for master data management and process improvement.
• Manages and made follow ups on the status of the team's like Key Performance Indicators and Error Logs using
MS Excel or Google Sheets.
• Improves the age of open tickets in ServiceNow by adhering to the two-day Service Level Agreement.
• Utilizes Power BI to create data analysis and visualization of monthly logs and reports.

Senior Immigration Associate

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July 2023 to February 2024

• Supported the Deloitte Singapore Team with regards to APAC immigration-related compliance matters.
• Assisted with the new projects involving new types of work permits and the exit of clients from a country.
• Responded to immigration-related queries and compliance matters via email or in Salesforce.
• Allocated immigration related queries and compliance as needed to relevant team members.
• Generated and prepared reports to capture clients who need to comply with or update work permits; as well as permits that need to be cancelled.
• Drafted monthly personal and corporate invoices for billing.
• Trained associates with the necessary tasks that need to be delegated.

Immigration Associate

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December 2021 to July 2023

• Maintained several spreadsheets to ensure records are updated, as well as in Workday.
• Checked and verified Right-To-Work documents across APAC countries within the 48-hour SLA.
• Monitors the shared mailboxes and Salesforce tickets.
• Ensured the timely processing of requests within the 24-hour Service Level Agreement.
• Handled and processed around 20 to 80 tickets daily during peak season.
• Achieved 91% to 98% Right-To-Work Queue Stats monthly.

Customer Master Data Analyst

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March 2021 to December 2021

• Entered and amended master data attributes of EMEA clients based on tactics defined in the system or tool, and process.

• Validated and evaluated client information thoroughly before granting credit limit amount on their accounts.

• Responded to client queries in Salesforce and coordinated resolution of disputes.

• Assisted in conducting investigations into suspected cases of fraud and implementing strategies to manage fraud

risks.

• Assisted in creating process manuals for master data management and process improvement.

• Handled and processed an average of 10 to 70 cases depending on the volume per day.

• Ensured to achieve 98% accuracy rates in production every month to ensure that team performance is at 98%.

Regional Statistical Services Office Clerk

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March 2020 to January 2021

• Assisted in controlling the flow of census questionnaires, forms, supplies and materials.

• Compiled and sorted circulars, memoranda, training materials and other documents.

• Prepared narrative reports of the enumeration trainings and publication of census reports.

• Aided in the management of the Division's programs and activities and performs other related functions.

Project Maintenance Analyst

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June 2018 to January 2020

• Ensured that clients are billed accurately, and revenue is correctly recognized.

• Ensured that customer master data entered on the accounts in Oracle ERP are correct as this will be reflected on

the invoices for accounts receivable.

• Assisted clients in creating and modifying project codes and customer data per valid terms and conditions.

• Responded to client queries or concerns via email.

• Created reports in Microsoft Excel to monitor the region, volume, and type of requests.

• Handled and processed over 16% of targeted projects monthly.

• Achieved 99% accuracy rates in production every month to ensure that team performance is at 99%.

Education

Bachelor of Arts in Economics in Economics

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June 2014 to April 2018

Skills

• Strong attention to detail.

• Master Data Management.

• Contract to Cash and Order to Cash.

• Outstanding Customer support and client-facing duties.

- Data entry, management, analysis, and interpretation.
- G Suite (Google Sheets, Google Docs, Google Drive, Google Mail, etc.).
- Microsoft Office (e.g., Excel, Word, PowerPoint, Outlook, SharePoint etc.).
- Excellent verbal and written communication skills.
- Oracle E-Business Suite and Oracle JDE, ServiceNow, Ariba, Salesforce, Power BI, Workday.
- APAC Right-To-Work and Immigration processes.