

- Provided **complex troubleshooting** for various Platts platforms.

Key Achievements:

- ✓ Recognized as a **2X ACE Bronze Award Nominee** (2018).

Other Roles:

- **Senior Associate, Client Services**, [REDACTED] (2017–2019)
- **Crest Settlements Associate** [REDACTED] (2015–2017)
- **GSE, London International Settlements**, [REDACTED] (2014–2015)
- **Customer Advisor** [REDACTED] (2010–2014)
- **Inbound Sales Representative**, [REDACTED] (2008–2009)

Certifications & Training

- **Lean Six Sigma Yellow Belt** – [REDACTED] (March 2025)
- **Project Management 101** – [REDACTED] (March 2025)
- **Systems Thinking** – [REDACTED] (October 2024)
- **PDCA Fundamentals Certification** – TR Training (August 2024)
- **Scrum (Agile Methodology)** [REDACTED] (May 2022)
- **Train the Trainer** – Advanced Learning Programs (April 2023)
- **Career Boost with Power BI** [REDACTED] (November 2024)

Technical Skills & Tools

- CRM Systems: **Salesforce, Oracle, Workday**
- Data & Process Tools: **Power BI, Platts Pricing Platforms**
- Communication Tools: **MS Outlook, Lotus Notes**

Education

[REDACTED] – BS in Commerce (Financial Accounting) – Undergraduate (2nd Year)

Professional Affiliations & Recognitions

- **Consultant, Development Academy of the Philippines (Service Quality Standards)** – 2024
- **S&P Global Mentoring Program Graduate** – 2018
- **Recognized for improving customer service processes and increasing brand trust in warranty services**

References available upon request.