



Lynden Reyes Bautista

Email Address: lynden071690@gmail.com

Address: 886 Mactan St. Barangay Pitogo, Makati City

Contact No.: 0961-7279239

Objectives:

Organized and driven administrative professional with more than nine years of experience in customer service and administrative industry. Seeking an opportunity to utilize acquired skills and knowledge and be an asset to a company wherein practice and improvement is a concern.

Educational Background:

Bachelor in Banking and Finance, Graduate

Polytechnic University of the Philippines

Sta. Mesa, Manila

2007-2011

Personal Data:

Age : 30
Date of Birth : July 16, 1990
Place of Birth : Makati City
Sex : Female
Weight : 150 lbs.
Height : 5'2
Religion : Roman Catholic
Nationality : Filipino
Civil Status : Single

Skills and Achievement:

- Proficient in verbal and written communication skills (English and Filipino)
- Proficient in Microsoft Office Tools
- Basic knowledge in Macro
- Excellent customer service focus
- Strong analytical, numerical and problem-solving skills
- Keen attention to details, organized and fast learner
- Civil Service passer (Professional- 80.9% Rating)

Trainings and Seminars Attended:

On-the-job Training

Landbank of the Philippines- Guadalupe Branch

New Accounts Section Assistant / 3 Months

Fundamentals of Purchasing

Philippine Institute for Supply Management

September 23-25, 2020

Working Experience:

QBE Group Shared Services Philippines

Procurement Assistant / December 01, 2019 - Present

- Assists Procurement team with the purchase of materials or services such as but not limited to creation, sending and routing for approval of Purchase Orders
- Filing and safekeeping of Procurement related documents
- Assigning/triaging of PR (Purchase Requisition) Items
- Coordinate with vendors and business owners for accreditation processes
- Monitors and ensures timely delivery of purchased goods and services
- Run, review, update and send reports on a timely basis (PR to PO, Vendor Accreditation, Reports to Admin, Facilities and Finance and Monthly Spend Report)
- Establish and maintain a good working relationship with stakeholders
- Participate in projects that improve processes within the team

QBE Group Shared Services Philippines

Customer Support Officer / May 18, 2015 - November 30, 2019

- Assists Insurance Underwriters with system processing of insurance policy details such as new businesses, renewals, endorsements and cancellations
- Responsible for work allocation including monitoring, tracking and reporting inflow of daily transactions
- Follow established policies, procedures and guidelines for work requests, problem resolution and escalating inquiries to business leads
- Create DTP for new processes/schemes in accordance to onshore business partners' guidelines and procedures
- Provide timely turnaround of requests and complying with QBE Insurance's procedures and regulations
- Establish and maintain a good working relationship with stakeholders
- Trains newly hired agents on the processes

SPI Global CRM Makati (formerly ePLDT Ventus)

Back Office Processing Operations Agent / February 2012 - June 1, 2015

- Perform timely and accurate analysis of accounts based on audit reports and be able to take appropriate action based on existing business guidelines
- Ensure and protect against unacceptable performance and improve over all process handling
- Comply with productivity standards as specified at the service level agreements
- Develop strong communication with colleagues in implementing new and existing directives
- Responsible for maintaining over-all quality of work at all time
- Preserve an above average rating during tenure employment

Bank of the Philippines Islands

Customer Transaction Assistant / June 2011 - September 2011

- Assists clients in processing their transactions (deposit, withdrawal, opening new account etc.) in the bank
- Entertain queries of clients and offer high quality of service
- Promotes products and services offered by BPI
- Do multiple tasks

Character References:

Mrs. Jean Canay

Business Process Associate, Manulife
Contact No: 0998-9701662

Mrs. Abby Lopez

Service Manager, QBE GSSC Philippines
Contact No: 0917-8430503

Mr. Ian Carlo Adona

Service Manager, QBE GSSC Philippines
Contact No: 0917-8342634

Ms. Cecile Laquesta

Senior Procurement Officer, QBE GSSC Philippines
Contact No: 0917-8297065