

Educational Background

- **Certificates/Diploma**
 - Entrepreneurship in Emerging Economies** April – October 2020
HarvardX thru EdX.com – Online Course
 - 9th Diploma Program in Corporate Finance** July – December 2018
*Ateneo de Manila University, Ateneo Professional Schools Bldg.,
130 H.V. Dela Costa Street, Salcedo, Makati, Metro Manila*
 - Level 5 Diploma in Business Management** September 2012 – July 2014
*Pearson Edexcel by
BTEC (Business and Tech Education Council) &
ULEAC (University of London Examinations & Assessment Council)
Delivered by Southville International School affiliated with Foreign Universities, BF International
Paranaque, Metro Manila, PH – School of Business*
- **Graduate** **Level 7 Degree in Master of Science in Management with International Business** 2015 – 2016
University of Chester, UK – School of Business
- **Tertiary** **Level 6 Degree in Bachelor of Arts (with Hons) in International Business** 2012 – 2015
University of Chester, UK – School of Business

Related Work Experience

Lead Specialist – On Demand April 2021 – present
Refinitiv Asia Pte. Ltd.
McKinley Hill West, Taguig

Workflow Specialist – On Demand Oct 2018 – April 2021
Refinitiv Asia Pte. Ltd. (formerly Investment Banking Associate, On Demand of Thomson Reuters Pte. Ltd.)
McKinley Hill West, Taguig

Investment Banking Associate – On Demand Oct 2018 – April 2021
Thomson Reuters Asia Pte. Ltd.
McKinley Hill West, Taguig

On-Demand (OD) is a team of industry experts which develops customizable and financial reports solutions on an ad-hoc basis. With access to virtually all Investing & Advisory Content sets, capital markets and investment banking consulting where we extract our data from. OD is the solution for clients as: a) a gap-fill, b) an outsourced capacity, c) a trial or for special client projects.

- *As data specialists, we practice expertise in evaluating and analyzing client needs and developing strategic solutions during the capital raising process*
- *We provide sophisticated, customizable, pitch book ready deals and ownership analytics and reports the client requires*
- *Insight on equity capital market trends and bank's competitive position by monitoring deal flow*

Operating Support Analyst (CitiPhone® Service Officer) July 2017 – Aug 2018

Citigroup Business Processing Solutions Pte. Ltd.
*Direct BPO arm of Citibank
BGC, Taguig, PH
Main Skills and Responsibilities:*

- *Being part of the Singapore officers team, we prioritize and strive to deliver 'world-class' telephone banking service excellence assurance of satisfied assistance before, during and after every client's requests*
- *We make sure to manage day-to-day personal credit banking issues are resolved over and beyond the expectations under time pressure*
- *Assisting clients on their daily financial statement agendas and identifying rational alternatives suitably applicable from the services offered to accommodate expectations by both customers and credit bank metric standards*
- *We identify and pitch daily sales opportunities on short to long term cash loans, instalment plans and balance transfer products to customers providing them the options to expand their financial capabilities based on Citibank credit cards terms and compliance*

Leadership and project management experiences

Regional team lead

- Manages team productivity to improve collective performance on a daily basis and generate more sales opportunities

Product Pricing

- Created a pricing framework and approach to one of Refinitiv's proprietary product to be sold as a once-off or adhoc basis to clients.

LSEG Advocate – 2020-2021

- *Lead researcher for news and updates on the recently closed LSEG and Refinitiv acquisition deal to be shared and presented to the team regularly to make sure all are aware and up to date with the deal progress.*

Knowledge Workstream Lead – 2021-Present

- Lead the workstream to manage all on going and new projects for 2021

Projects include:

- **Process Manuals for Product Macros**
- **On-boarding program for New Hires**
- **Knowledge Matrix and Expertise tracker**
- **Knowledge Database**

Project Lead and Contributor – Knowledge Workstream – 2019-2021

- A team within On Demand that focuses on the building and innovating operational knowledge be it for finance and technological improvements. We create ways to implement and retain necessary knowledge gaps of specialists to promote quality of reports we provide to our clients.

Projects Lead:

- o **Conceptual and Process Manuals for Product Macros**
- o **On-boarding Program for New-hires**

Participant – ASPIRE Team Leader Refinitiv Development Program – 2019

- A dynamic development program for aspiring Team Leaders. The program combines the best practices and development initiatives from across locations, participants get to learn what it takes to be a successful leader.

Other Work Experiences

Marketing Coordinator

Jan 2020 - Present

GILMART Solar Import Trading
Solar power equipment and services
Muntinlupa City, PH

- Manage marketing materials and effective platforms of the company for products and services sharing to clients
- Manage timely procurement from suppliers to installation to our clients and creating sales proposition opportunities to the business

Marketing Staff Intern

March – June 2014

Megaworld International Corp.
Real Estate Development Company
Makati, PH

- Daily tasks include synergy communication, forwarding of messages international and local clients' and suppliers' calls to superiors.
- Conduct paper works on records of current stakeholders and prospects in accordance to the sales representative who have assisted abroad. It involves allocation and organization of the documents on a given time frame for the management to keep.
- Experienced marketing event organizing skills and participating in global investors conventions, and meetings of stakeholders and the potentials. The aim was to make good general impression of the culturally diversified potential investors to the company's future real-estate property offerings across the Philippines as a growing global market in property development. And ultimately hopes for a positive profitable feedback.

Staff Team Member

July – September 2016

Spud-u-like
Restaurant

Cheshire Oaks, Chester, UK

- To commit daily prime customer service. Communication and service to customers to make sure that everyday business flow is fundamental to the principle of hospitality
- Build daily person-to-person relations through effective communication with customers; helps with customer loyalty and brand equity (family and friendly oriented environment) as well
- To create and participate synergy with colleagues through systematic job allocation in order to promote quality work productivity within time efficiency

Staff Team Member

January – June 2015

Off The Wall, TCG International
Restaurant/Bar/Nightclub
Chester, UK

- To provide utmost quality service to address customers' needs and make sure they receive more than a satisfying experience
- Multi-tasking was an essential skill, therefore this was practiced and managed well during work hours
- To become flexible as a team member to do other jobs as needed to become effective team member

Organizations and Employee Engagement Activities

Refinitiv

- **Refinitiv Prism Network** 2019 - Present
Core Member

Citibank

- **Citi Pride Network** 2017 - 2018

University of Chester

- **International Student's Society – United Kingdom** 2014 – 2016

SISFU

- **Junior Confederation of Finance Association – Philippines** 2012 - 2015
- **Southville Junior Financial Executive – Philippines** 2012 – 2015
- **Southville Junior Marketing Association – Philippines** 2012 – 2013

University of Santo Tomas

- **Organization of Aspiring Students of Engineering Sciences (OASES) –**
Committee Officer – Publication and Sports & Socio Cultural 2011 – 2012
- **University Students Military Reserve Officers' Training Corps (ROTC) –**
Private Cadet – Signal Platoon 2010 – 2011

Reference

Mared Gied Loyola

People Manager – On Demand, Refinitiv, PH

✉: MaredGied.Loyola@refinitiv.com

Genevieve Ventanilla

Senior Marketing Manager – Megaworld International, Petron Plaza, Makati, PH

✉: global@megaworldcorp.com

Elijah Mahigab

Unit Manager – Citibank Singapore Credit Cards, Citigroup Business Processing Solutions Pte. Ltd., BGC PH

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