



Lorene Irish C. Aguila

Project Specialist

CONTACT



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EDUCATION

Bachelor's Degree

Nursing

Pamantasan ng
Lungsod ng Pasay
2006-2010

EXPERTISE

Problem analysis and
problem solving

Administrative and
Clerical Support

Organizing and
Scheduling

Information gathering
and monitoring

INTERESTS



Career Story

RESORTS WORLD MANILA - Project Specialist



2020

- Directly reports to the Chief Technology Officer.
- Processing of PR/PO of all approved IT requests. Constantly monitor the actual status based on the Ariba Workflow process.

2019

- Maintain proper tracking of the actual status of documents being routed for signature.

2018

- Maintain proper records of renewal for all IT related Maintenance Agreement, Domains and Licenses.

2017

- Monitor and Control the distribution of Office Supplies.
- Handling Document Information.
- Responsible in checking/validating billings from the suppliers. Coordinating with the suppliers.

2016

- Preparation and processing of payments.
- Monitoring of IT policy exemption form.
- Arrange appointments & schedules. Attend meetings and take minutes.
- Filing documents. Organize and store paperwork, documents and computer-based information.

2015

- Liaise with staff in other departments. Forwarding documents to different departments.

2014

- Handles Ariba spend management tools for RWM all IT related.
- Ensures monitoring contracts, maintenance and licenses. Preparing CDRF.

2013

- Preparing and monitoring the MER for IT.
- Monitoring documents for signature of the Bosses.
- Responsible for all requests needed by BTS HOD, Director, Managers, Asst. Managers, Supervisors, Officers, Sr. Associates and Associates.

2012

- Deal with telephone and email inquiries.
- Preparing complimentary request, accommodation & mileage for IT Executives using RWMThinkflow tool.
- Order supplies and water for IT using MC tool.
- Ensures sending the schedule of all IT to the workforce team.

2011

TELEPERFORMANCE - Customer Service/Plan Change Representative



- Answer to US plan members and pharmacist to aid with prescription drug plan.
- Help members swap plan during enrollment period.
- Guide and provide information on replacing plan specifications.

2010

Technical Skills and other competencies

MS Word

MS PowerPoint

MS Excel

Resiliency

GSuite

ARIBA

Grit

Resiliency

Goal Oriented

Materials Control

Critical Thinking

Time Management

Achievements and Certificates

- **RESORTS WORLD MANILA** Employee of the Month (February 2017)
- **TELEPERFORMANCE** Top Customer Service Representative (November to December 2011)
- Occupational Safety and Health (2020)
- Breakthrough (2019)
- Fire Brigade (2015)