BRIGETTE TINGCHUY- ABADIER

422 Yakal Street
Doña Rosario Heights Subd. Sucat, Muntinlupa City Philippines
(+63) 917 522 6493 / (+63) 917 857 2201
brige_tingchuy@yahoo.com

Education:

1997 - 2001 **Assumption College, Makati City**
Bachelor of Science in Commerce Major in Marketing, March 2001

1993 - 1997 **St. James College of Parañaque**
High school Diploma, March 1997

Work Experience:

March 1, 2016 to Present **Business Development Manager**
Maxicare Healthcare Corp.
Maxicare Tower, 203 Salcedo Street, Legaspi Village, Makati City 1229

Accountable for increasing market share and achievement of Sales Target through acquisition and retention of identified and targeted corporate accounts. Engages in targeting identified corporate accounts from assigned areas, brokers and agents. Responsible for planning, organizing, managing, and controlling their respective departments or units; helps establish objectives and strategies to ensure Corporate and Departmental business plans and Quality objectives are met; and organizes value-adding activities; allocates adequate resources that contribute to achieving targeted goals; implements controls to manage risks and ensure compliance. Manages direct reports and utilizes metrics to assess their actual performance; institutes specific developmental interventions to bridge performance gaps; and/or implement disciplinary measures based on consequences.

March 2014 – September 2015 **Customer Program Manager – Asia Pacific**
Agility Logistics International, Inc.
Ninoy Aquino Ave, Paranaque City

Responsible for operational and tactical account management activities for Amcor, Orora, Owens Illinois and Emerson account on the Regional level. Analyze KPI trends and undertake improvements following analysis. Manage Customer Escalations and issue resolution above and beyond standard origin and destination-related issues. Manage Customer SLA (Service level Agreements). Support the Global Account Manager in external customer presentations and preparation of Quarterly Business Reviews (QBR). Ensure customer SOP's are being adhered to and refined at the country and tradelane level. Monitor Billing and Customer Payments and pro actively engage departments for timely billing and accuracy. Provide

Customer end month reports through operating Agility reporting and operational systems. Undertake necessary travel to Regional/Area locations in performing these duties.

May 2012 – March 2014 **Software License Key Administrator- Customer Care Support**
Infor PSSC, Inc.
9th Flr, Net Square Center, 28th St. corner 3rd Avenue
Crescent Park West, Bonifacio Global City, Taguig

Ensures accurate and timely fulfillment of key requests from regional offices. Process all third party product orders within the agreed SLA. Communicates with assigned Account Managers of any concerns needed to assist to speed up issuance of customers' license keys. Maintains good relationship with Internal and external customers. Reports directly to the Global Manager.

September 2008 – May 2012 **Partner Support for North America**
SunPower Philippines Manufacturing, Ltd.
100 East Main Avenue, Phase 4, Special Economic Zone Laguna Technopark, Binan, Laguna

Assigned in East LA and Southern LA Region's dealers in West Coast of North America. Informs and prepares dealers' documents (i.e. Packing List, Sales Order Invoices, and Billing Invoices) to Third Party Logistics. Ensures that all related information with their shipments is properly coordinated with the dealers. Dealer Customer Support and Order Management.
Responsible for end to end dealer support and client relations, working with dealer executives to meet all needs. Ensures that all related information with their shipments is properly coordinated with the dealers. Customer RMA handling and get them closed in timely manner. Manages and communicates updates and changes to the current price list and price list tools. Prepares weekly reports to Regional Sales Manager of the two regions and day-to-day activities to our Team Leader.

June 2007 – September 2008 **Customer Service Assistant**
DHL Global Forwarding Phils Inc
(Formerly DHL Exel Logistics Management Phils. Inc.
2ND Floor PAMCOR Bldg, Pascor Drive Pascor Compound, Paranaque City Metro Manila, Philippines

Handled General Cargo Accounts for Marketing and Sales Team. Ensured that the requirements of the clients and the company's overseas stations are properly coordinated with the operations department. Guaranteed customers that all arrangements made regarding freight handling and other related services are carried out effectively and as agreed. Established and maintained effective working relationship with customers, overseas stations and suppliers (airlines, shipping lines, etc). Attended to customers' queries/problems and coordinated with other departments for follow-up actions. Informed the clients and the outlying stations of any service failure or shipment discrepancy. Prepared comprehensive shipment reports on accounts handled and provided quotations to clients if needed.

October 2002 – May 2007 **Key Accounts Executive**
DHL Exel Logistics Management Phils. Inc.
8TH-10TH Floors NOL Towers, Commerce Avenue,
Madrigal Business Park, Alabang, Muntinlupa City

Assigned in KAM (Key Accounts Management) department and reports directly to the KAM Officer of ON Semiconductor and Motorola/Freescale Semiconductors Team. Ensures that the requirements of the clients and the company's overseas stations are properly coordinated with the operations department. Guaranteed customers that all arrangements made regarding freight handling and other related services are carried out effectively and as agreed. Establishes and maintains effective working relationship with customers, overseas stations and suppliers (airlines, shipping lines, etc). Attended to customers' queries/problems and coordinates with other departments for follow-up actions. Informed the clients and the outlying stations of any service failure or shipment discrepancy. Prepared comprehensive shipment reports on accounts handled.

November 2001 – October 2002 **Marketing Communications Assistant**
Maxicare PCIB Cigna Healthcare
19TH Floor Medical Plaza Makati, Amorsolo corner
Dela Rosa Sts., Legaspi Village, Makati City

Assigned in the Renewal Business of the Semiconductor Industry Group. Handled clients' inquiries and complaints. Conducted off-site orientation and presentation of the Health Maintenance Organization (HMO) services of the Company. Organized materials for marketing activities and events and prepared proposals, correspondences and memos.

June 2001 – November 2001 **Marketing Consultant**
G- Cosmos Philippines, Incorporated
9th Floor Philam Life Building, Acacia Avenue Madrigal
Business Park, Ayala Alabang

Handled telemarketing, clients' inquiries and complaints. Updated membership status of former and existing clients.

April 2001 - May 2001 **Passenger Service Agent**
MIASCOR (Manila Integrated Airport Services Corporation)
4th floor, IPT Building NAIA, Pasay City, Metro Manila

Trained as a ground stewardess. Responsible for checking passengers' tickets and baggage. Handled flight reservations and bookings.

Personal Information:

Skills: Proficient in oral and written communication in English and Filipino. Knowledgeable in Computer applications. People-oriented. Hard-working.

Background: Born on August 7, 1979 in Sta. Ana, Manila. Willing to learn new skills. Can easily get along with other people. Determined. Responsible. Both a leader and a follower.

Reference:
Mr. Gerardo Vizconde
Manager, APAC Client Management
Schenker (Asia Pacific) Pte Ltd
Phone: +63 2 548 9999 ext 2201
Mobile: +639088101023