



PATRICIA MAE ORDOÑEZ

CAREER GOALS

To continuously provide exceptional satisfaction on every task assignment and project I facilitate and collaborate with. I aim to exceed every expectation and always provide impactful and efficient projects to contribute to the growth of the company and my own personal development.

CORE STRENGTHS

- Ability to oversee gaps in terms of rule and process
- Providing High Quality Work
- Ability to use my weakness as my advantage
- Hardworking and Trustworthy
- Team Player and People Oriented
- Flexibility and Adaptability

CONTACT DETAILS:

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EMPLOYMENT HISTORY

Shopee Philippines (E-Commerce)

SHOPEEPAY L3/FRAUD/FINANCE OPS/ CS LEAD (DEC 2019- PRESENT)

SHOPEEPAY CUSTOMER OPERATIONS TEAM LEADER (JANUARY 2022 - PRESENT)

- Led a team of around 11 experts and help develop training programs for customer service staff and assist in their developmental and careers goals
- Monitor customer service metrics, coaching, reports, status updates and suggest concrete methods for improvement
- Work alongside other operational functions to constantly optimize the operational processes and customer experience
- Data analysis to reduce customer re-contact rate and increase customer satisfaction
- Responsible for the day-to-day monitoring of staff, scheduling, and escalation of high-risk cases.
- Actively contribute to discussions for process improvement, SOP/Manual Creation, and QA Calibration to resolve customer issues in a timely manner and with satisfaction.
- Other administrative tasks and reports

SHOPEEPAY PAYMENTS TEAM (MARCH 2020-JANUARY 2022)

- Overall Wallet Movement Reconciliation
- Bank Accounts and Ledger Reconciliation
- Preparation of Regulatory Reports (BSP)
- Monitoring of all transactions, Payables, and Receivables
- Ensures that all fund movements related to e-money transactions are accounted for and compliant with liquidity requirements
- Identify gaps or inefficiencies in processes, and recommend improvements

SPP FRAUD TEAM (AML TRANSACTIONS) (APRIL 2020-OCTOBER 2020)

- Monitoring of potential AML Abuse to launder funds, abuse on Shopee platform and creation of duplicate ShopeePay wallet.
- Detect new fraud strategies, system error, recurring fraud behavior
- Investigate customer transactions to identify fraudulent activity
- Provide innovative recommendation and controls processes (preventive and mitigating) based on the outcome of the fraud related issues or investigations

SHOPEEPAY L3 (DECEMBER 2019-MARCH 2020)

- Handling and Triage issues until issue has been resolved
- Provide timely resolution and efficient escalation process
- Focused on accomplishing large quantity of task without sacrificing it's quality

Uber Philippines Centre of Excellences

COMMUNITY OPERATIONS SPECIALIST (ASR), JUNE 2018- DECEMBER 2019

It's all about helping and educating both riders and drivers. We help people resolve their issues and turn unhappy users into our most passionate evangelists.

- Resolve complex problems for customers quickly and with highest quality delivery using Bliss (email).
- Be able to learn and master multiple systems (knowledge base and various contact management systems).
- Be a subject matter expert on processes and may help internal Uber CSR's as well as users with complex problem solving.

EMPLOYMENT HISTORY

Q-Search and Management Solutions, Inc.

Assigned to Uber Systems, Inc.

GREENLIGHT EXPERT LEAD II, (DECEMBER- MARCH 2018)

Mainly responsible for assisting in the day-to-day operations of the center by leading the way, with their product experience and top-notch interactions - even for escalated concerns! Led a team of around 8-12 experts.

Key responsibilities include but are not exclusive to:

- Managed and mentored a team of Uber Experts focused on educating, supporting, and activating partner drivers and operators while delivering a customer-obsessed experience at the Greenlight
- Ensured that the team adheres to established policies i.e. attendance and punctuality, further aided in the general administration of team members, and organized and participated in team-building activities to create a positive and collaborative work environment
- Delivered weekly development sessions focused on improving KPIs, based on behaviors and the Expert's level of experience (agenda-based interactions)
- Consistently knowledgeable of new policies, procedures, and programs that affect partner drivers through internal resources
- Supported new process implementations and process improvements reported issues and suggested solutions to resolve them in coordination with the immediate supervisor
- Coordinated and organized information sessions and partner events
- Ensured inspector visits and government or law enforcement requirements are properly handled
- The primary point of contact for escalated or challenging support issues and provided solutions appropriately

MARKETING ASSISTANT (AUGUST 2017 - DECEMBER 2017)

Key Responsibilities included but are not exclusive to:

- Learned, studied, and recommended improvements on business processes and plans related to internal marketing strategies
- Negotiated and closed deals with corporate partners/ clients
- Replied to and provided answers to inquiries and in-bound marketing questions

ONBOARDING ASSISTANT / PARTNER ACTIVATION TEAM LEAD (SEPTEMBER 2015 - AUGUST 2017)

Key responsibilities included but are not exclusive to:

- Manage 8-10 staff assigned in different areas in the South (Cavite, Las Pinas, Alabang and etc.) to handle customer complaints, onboarding, and partner/driver training
- In-person support and conduct onboarding sessions & process via documentation review and approval, photo taking, and data entry
- People and facilities management, including sourcing of locations within the area of responsibility (as needed)
- Addressed applicant questions and inquiries
- Prepared devices for partners and assisted in educating partners in using the mobile application

I hereby certify that all information is true and correct


PATRICIA MAE A. ORDOÑEZ