



LORY JO CUEVAS ANGANA

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Mandaue City, Cebu PHILIPPINES 6014

Professional Summary

I am a driven individual with 20 years of cumulative work experience in customer service, order management & supply chain industries.

EMPLOYMENT RECORD:

- 1) December 15, 2016 – present
Lexmark Research & Development
Lexmark Plaza 1 Samar Loop
Cebu Business Park, Cebu City 6000

Order Management Specialist

- Manages Order to Cash activities specific to order life cycle management from customer account creation
- order deliver and drives timely resolution of any roadblocks/issues preventing Lexmark from meeting customer requirements
- monitor parts allocation through warehouse & supply chain to ensure order is shipped & delivered

- 2) May 18, 2015 – December 15, 2016
QBE Insurance Australia
Skyrise Alpha
Cebu Business Park, Cebu City 6000

Customer Support Officer

- Assist new and existing customers with CTP policies in accordance with organizational policy and underwriting standards
- enter and maintain data in the relevant underwriting systems
- ensure all processing is accurate and within organization guidelines
- assist with the processing of new business, quotes, interim contracts, cancellations, in line with service standards
- review correspondence emails and select matters for processing

- 3) January 5, 2015 – May 15, 2015
VBP Backoffice Solutions
304-305 Mango Square Mall,
Gen. Maxilom Ave. Cebu City 6000

Client Service Representative

(Stature Financial Group)

- Liaise efficiently with client (financial advisors) to obtain any missing information from job requests
- To follow and complete required workflow management systems and completion of tasks within specified time frames
- Transcribe voice recordings into word document for file note
- Prepare accurate fact find document using the designated financial planning portals (AMP/North) & software (COIN)
- Perform other administrative tasks assigned by management from time to time

- 4) June 2010 – December 15, 2014
NCR Corporation
eBlock Tower, IT Park Lahug Cebu City 6000

CUSTOMER SERVICE REPRESENTATIVE

(Order Management Specialist)

- Supports back-office transactions & orders for consumables of ATM, printers & such.
- examine and identify opportunities for improving customer service level and facilitates implementation of short and long terms objectives

- responsible for improving productivity and implementing programs and processes designed to increase speed in the delivery of product and services
- receive purchasing orders from subsidiaries/3rd party customer, verifying order details, updating orders in system and ensuring accuracy and updated information in the system
- performs order entry, managing order changes requested by customers & inbound telesales, handling order inquiry / complaints and quotation
- process changes in an order using ERP (ERP or Order Management System), NOL, EDW, CWEB, etc...
- Ensure on-time delivery to meet customer's schedule
- Responds to various emails for order management
- Do monthly, quarterly & annual reports

- 4) November 2005 – June 2010
Stream Global Services, Inc. (eTelecare Global Solutions)
 7th Fl., I1 Asia Town IT Park, Lahug, Cebu City

CUSTOMER / SALES SERVICE REPRESENTATIVE

- worked in an account that handled billing, retention and sales all at the same time for a telecommunication company in the U.S.
- also worked as a sales representative (both inbound and outbound) in two other accounts for a VOIP service also based in the U.S.

- 6) March 2001 – April 2005
Rural Bank of Subangdaku
 Subangdaku, Mandaue City

NEW ACCOUNTS / TELLER/ LOAN STAFF

- *responsible* primarily related to the opening of various types of deposit accounts, as well as provides information on the Bank's products and services
- Scan signatures and verify correct information of clients
- keeps related records of the accounts opened
- serves as back up for the Teller position and reports to the Deposit Services Team Leader/Cashier
- Pick-up, deliver and transfer cash and checks to and from clients, business centers, cash centers, etc.

- 7) March 2000 – January 2001
Sky Cable Pacific CATV
 AS Fortuna St., Mandaue City
Customer Service Representative

SKILLS and CAPABILITIES

- Account Management| Liaison and Coordination
- Technical Training & Support| Customer Satisfaction
- Compromise and Negotiation | Credit and Collection
- Billing Triage |Escalation and Issue Resolution
- Team Leadership | Legal Acumen
- Research | Microsoft Office Programs

Languages Spoken

- English
- Tagalog

PERSONAL DATA:

Age	:	42 yrs. Old
Status	:	Married
Birth Date	:	November 10, 1979
Birth Place	:	Cebu City
Weight	:	150 lbs
Height	:	5'3

EDUCATION

College Bachelor of Science in Accountancy
University of San Carlos
March 2000

High School St. Louis School
Sudlon Maguikay, Mandaue City
March 1996

Elementary St. Theresa's College
Mango Ave., Cebu City
March 1992

REFERENCES:

1. Marilyn Ferolino
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