

Curriculum Vitae of

KRISTINE JOY C. MONASTRIAL

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Personal Data

I am a pure Filipina, born on February 26,1991 in Lipa City Batangas, Philippines. Married and a mother of one beautiful boy.

Highest Educational Attainment

Tertiary Bachelor of Science in **Business Administration**
Major in **Marketing**
(June 2007 – April 2012)
Batangas State University (Philippines)

Job Experience/s and Training/s

Regional Program Management Executive
Aon Insurance and Reinsurance Broker Philippines

December 2022 – Present

- Support the development and implementation of a marketing plan
- Analysis and reporting of all marketing activity
- Build and publish event pages using One Clipboard Inc. – Splash
- Building and managing Internal Sharepoint Sites
- Configuration on Aon Care portal for improvements to content
- Liaise with both internal and external business partners
- Triage any technology issues and enhancements using Kentico
- Manage internal IT SNOW tickets and resolution of technology issues
- Preparation of UAT plans and testing for technology deployments
- Involvement in all activities to support the success of Aon events
- Third Party Vendor Profiling
- Liaise with employee assistance program vendors for quotation proposal to clients
- Managing internal mailbox
- General business administration support

Program Management Assistant – Spass Holder
Aon Singapore Pte Ltd

July 2021 – December 2022

- Support the development and implementation of a marketing plan
- Analysis and reporting of all marketing activity
- Minor configuration on Aon Care portal for improvements to content
- Liaise with both internal and external business partners on content updates for portal and app
- Triage any technology issues and enhancements.
- Manage internal IT SNOW tickets and resolution of technology issues
- Preparation of UAT plans and testing for technology deployments
- General business administration support
- Involvement in all activities as instructed to support the success of Aon Care

Customer Service Executive – Spass Holder

Jones Lang LaSalle

December 2017 – Present

Site : Oasis Terraces (Admin and Accounts)

August 2020 – July 2021

- Attending shoppers' inquiries and feedbacks
- Answering phone call and responding to emails
- Monitoring Tenant Monthly Sales Report
- Managing Tenant Arrears
- Managing Billing Status and Payments
- Processing Purchase Order and Invoice
- Processing Handover/Takeover of the Shop and Termination of Contract
- Coordinating Events and Mall Promotions and Redemptions

Site : One Shenton Condominium (Concierge)

December 2017 – July 2020

- Maintain the front desk counter neat and tidy
- Answering phone call and responding to emails
- Managing Moving In and Out
- Managing Resident Biometrics Registration
- Managing Facility Booking
- Attending Resident Feedbacks
- Updating the Internal System Record
- Assisting in-house event set up

Customer Service Executive

Henderson Security Pte Ltd

Site : Reflections at Keppel Bay (Residence Officer)

- Maintain the clubhouse reception neat and tidy
- General admin works
- Answering phone calls and responding to emails
- Managing Facility Booking
- Handover and takeover the facilities
- Attending resident feedbacks
- House Visits

Operations Associate

Business Operations & Support Team MePay Technologies, Inc. Group

SMART E-money Inc. Philippines

November 2015 - April 2016

- Understand client business issues, operating business rules, data and standard operating procedures
- Interact with internal and client teams
- Validating all Airtime , ATM and OTC Reconciliations
- Adjusting the entire Smart Money adjustment request
- Answering internal and external queries within Service Level Agreement
- Create weekly reconciliation data. Present these to the Management team and utilize data to improve profitability

- Resolves product or service OTC & ATM withdrawal problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem

**Reconciliation Clerk of Brokers Account
Financial Management Division**

Malayan Insurance Company Philippines

Feb 2014 - November 2015

- Reconcile all the schedule of remittance of Broker
- Validated all the reconciled remittances
- Follow ups due to discrepancies made periodically until resolution
- Timely submitted reports asked by the immediate superior
- Report and Keep files to ensure easy retrieval when need arises
- Maintain open communication with Account Executives and Brokers

Project Employee

Marketing Department

Malayan Insurance Company Philippines

August 2012 – February 2014

- Compare disputed merchandise with original requisitions and information from invoices, and prepare invoices for returned goods.
- Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures in order to prevent future problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.

Key Skills & Competencies

Leadership / Self Awareness

- Comfortable being part of a group as well as taking a leading role.

Decision Making

- Strong work ethic and personal initiative
- Structured problem-solving skills

Communication / Relationship Management

- Maintained consistent communication, trust and negotiation with clients and/or residents.

Strategic thinking / Problem Solving

- Strong in analyzing the organization's competitive position and maintain good relationship with client and/or residents.
- Result focused, not afraid to take on big challenges, reach and exceed them. Have a strong sense of urgency, problem solving and working to a high standard. Continuously work to challenging deadlines.

Flexibility / Adaptability

- Self-starter, learning quickly to adapt to new working environments and concepts. Able to adapt and cope with the demands of a fast paced and evolving business and approach this with a positive, professional, enthusiastic business manner with openness and integrity.

Character Reference/s

Lee Dureau

Regional Program Manager – Aon Care
Aon Singapore Pte Ltd
2 Shenton Way, #26-01 SGC Center 1,
Singapore 068804

Frederick Ang

Property Manager
Jones Lang Lasalle
1 Paya Lebar Link
#10-08 Paya Lebar Quarter, Tower 2
Singapore 408533

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

KRISTINE JOY C. MONASTRIAL