

SHIELA MAE L. TAMBIO

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PROFESSIONAL STRENGTHS:

- ❖ With strong SAP HR Financial background and knowledge
- ❖ End to end collections/OTC process knowledge
- ❖ Possess strong thinking and problem solving, customer-oriented, strong interpersonal skills, strong communication skills (oral & written), with priority setting and able to deal with highly personal, confidential information
- ❖ Technical proficiency in Microsoft Applications
- ❖ Knowledge in financial accounting, general accounting, cost accounting and taxation
- ❖ Strong customer service and people skills
- ❖ Detail oriented, flexible and adaptable
- ❖ Well disciplined with proven ability to manage multiple assignments efficiently.

WORK EXPERIENCE:

Senior Specialist, Collections Command Center (Senior Specialist, Collections Support)

Maersk Global Service Centre, Ltd.

Estancia Offices, Capitol Commons, Pasig City

May 09, 2022 - present

- Delivers daily execution in the Collections space, with some support for improvements to a given process and/or project.
- Manage day-to-day Admin activity on Get Paid Application - (adding /deleting users/assigning of records)
- Validate daily business unit interfaces to ensure that right data is delivered to Get paid from SAP and S4HANA.
- Check, validate and track records of the downloads calibrate and maintain reports
- Manage mapping of the team or the mapping of Collector to the Analyst and track allocations
- Track allocation and the workload to the agents, also track the workload completion for the portfolio
- Check/Track the Workload Completion, redefine / amend and reallocate the accounts to agents
- Feed the SOA details to the tool (includes list, day, frequency)
- Define /amend / Dunning stages /strategies for the different Collection Types
- Extract the calling file from Get Paid (Download Feed) for campaign management
- Maintain configuration of business units and follow up settings
- Run semi-automated tasks as agreed for the business need
- Communicate identified intraday risks to management of queues and pending items as needed
- Track, analyze and report contact center and agent performance with reports from different sources
- Analyze and report historical data and trends and generate long-term and short-term forecasts forecast models
- Run semi-monthly scorecard program

Transaction Quality Control Specialist (Senior Specialist, OTC/AR)

Maersk Global Service Centre, Ltd.

Estancia Offices, Capitol Commons, Pasig City

June 16, 2019 – May 06, 2022

- Process overview and task migration has been attended in Maersk Pune Site, Pune, India on July 2019
- Perform quality audits of transactions processed by OTC/AR/upstream teams which hits the customer ledger.
- Maintain adequate documentation of quality checks performed.
- Seek clarification from the processing team in case of no-adherence to policy/SOP.
- Highlight and escalate cases which are non-compliant with policy/SOP.
- Prepare periodic reports and dashboard to build required governance and controls.

Interim AR Team Leader**Maersk Global Service Centre, Ltd.**

Estancia Offices, Capitol Commons, Pasig City

October 01, 2017 – June 15, 2019

Official Job Title: Senior Specialist, AR

- Manages collections analytics activity for the cluster as well as the people management and development of their team
- Focuses primarily on reporting, statement sending, GP Dunning and analytics activities that support collections activity, including and not limited to: Statement Sending, GP Dunning Execution, Report Generation, WKC Analytics, Project Support & Business Intelligence within their scope
- Ensures that key SLAs towards collections teams both in the GSC and countries are met, driving standardization of process across the region, minimizing wastage in the system through the implementation of more efficient and effective processes
- Regional level accountability in delivering Productivity results measures:
- Reporting Timeliness / Accuracy
- Reporting Governance
- Efficiency and Automation of Reporting
- Cross- functional Analytics
- SLA compliance
- Statement sending for all clusters under region
- Dunning compliance for all clusters under region
- Collections Prioritization; and
- Collection Tool Implementation

Accounts Receivable Analyst**Maersk Global Service Centre, Ltd.**

Estancia Offices, Capitol Commons, Pasig City

July 06, 2015 – March 31, 2018

- Create and send statement of accounts to clients
- Review and modify statements of account and ensure appropriate attention to detail and that they fall in line with SLAs and client requirements
- Review business reports, identify invoices outstanding and generate call lists for collectors on a daily basis
- Review on-account payments and advise order to cash team of where payments should be applied
- Prepare coversheets for some Key Clients
- Act as the communication interface between Order to Cash and the collections team
- Ensure that high risk customers (based on debt ratios) are escalated to collectors and WKC Managers for treatment
- Monitor payment application and supply relevant updates to the OTC team
- Monitor daily emails and ensure these are either responded to or forwarded to the correct department/escalation point in a timely and accurate manner
- Monitor AFR releases and liaise with internal customer support functions to ensure payment is received and goods are released in a timely manner
- Liaise with in-country coordinator, sales persons where necessary
- Adhere to relevant legislation (country/cluster specific)

Senior Service Associate (Payroll Tax)**IBM Global Process Services Inc.**

1800 Bldg., Eastwood City, Libis, Quezon City

July 01, 2011 – July 05, 2015

- Back-up of First Line Operations Manager and Subject Matter Expert (SME)
- Performs tasks to establish and maintain employee/payroll records.
- Posting changes in withholding tax status

- Ensures that the payroll system is up to date. Implements and tests all tax updates.
- Performs balancing and controlling earnings and taxes; preparing and posting general ledger entries; and, determining and correcting out-of-balance conditions
- Researching and preparing special reports for management
- Dealing with payroll tax queries from employees
- Understanding and following payroll tax procedures and related forms.
- Assisting with communication and processing of workers compensation claims.
- Complying with relevant tax legislation and regulations
- Assisting with quarter-end processes such as the preparation and reconciliation of payroll tax filings and forms
- Assisting with year-end processes such as annual payroll tax; payment summary reconciliations and issuance/distribution of annual employee tax form (Form W-2)
- Dealing with payroll queries from employees
- Providing assistance to Accounting including investigating discrepancies, banking and data input.
- Providing assistance to Accounts Receivable, including banking, invoicing, and data input.
- Providing administrative support to the Finance functions, tax data analysis using Excel, and other ancillary clerical tasks
- Provide technical support and advice on matters pertaining to current payroll systems of the company, ensuring proper maintenance/enhancement and availability of payroll systems
- **ACHIEVEMENTS in IBM**
 - **STUDENT IN THE LEADERSHIP TRAINING**
IBM Global Process Services Inc.
Qualification for upper band level promotion
Number of Hours: 16 hours
 - **CONSISTENT TOP TALENT IN IBM** since 2012 with Performance Rating (Performance) of 2+ from 2012 and 2013 and Performance Rating of 1 in 2014 (Rate of 1 as the highest)
 - **FUNDAMENTAL PAYROLL CERTIFIED**
International certification as a qualification to the position held in IBM
Scaled Score: 449 over 478, Passed
Date of Examination: June 05, 2012
 - **IBM HR AWARDEE**
HR Eminence Awardee (2012) and Yellow Diamond Awardee (2012)

Accounts Payable Specialist

Asiapro Cooperative

70 San Rafael St. Brgy. Kapitolyo, Pasig City
December 01, 2009 – June 30, 2011

- Processes all payout requisitions
- Monitors payout every cut off and completion.
- Prepares debit memo & checks.
- Files weekly all check vouchers, debit memo and all supports.
- Processes check vouchers for savings withdrawal, emergency loan and multi-purpose loan.
- Processes check vouchers for disbursements for expenses to suppliers/clients, cash advances and other disbursement transactions.
- Reconciles bank transaction on a monthly basis.
- Enters journal voucher process on a quarterly basis.

EDUCATION:

Bachelor of Science of Business Administration – Management Accounting

Mariano Marco State University

Batac, Ilocos Norte

June 2005 – April 2009

**Ilocos Norte Provincial Scholarship Grantee maintaining a GWA of 2.0 every semester*

ELIGIBILITIES:

- **CIVIL SERVICE EXAMINATION SUB-PROFESSIONAL LEVEL PASSER**
Rating: 88.91%
Place of Examination: Ilocos Norte College of Arts and Trade, Laoag City
Date of Examination: March 09, 2008
- **Career Service Examination Professional Level Passer**
Rating: 81.27%
Place of Examination: La Union Nat'l High School, San Fernando City, La Union
Date of Exam: November 16, 2008

PERSONAL DATA:

Date of Birth : November 26, 1988
Place of Birth : Bacarra, Ilocos Norte
Civil Status : Single
Citizenship : Filipino
Religion : Roman Catholic

CHARACTER REFERENCE:

Available upon request

I hereby certify that the above all information are true and correct to the best of my knowledge and ability.