

## Mercy C. Macsa



### OBJECTIVE

Looking for a post in a reputed Company and/or Department to be able to perform my work well at all times and at all cost, to participate in providing Quality Services to each and/or individuals and thereby use my experience and skills to bring in the best possible results.

### SUMMARY OF QUALIFICATIONS

- Able to build strong relationships with co-workers.
- Quick learner who can easily adapt to new responsibilities.
- Cooperative and dependable; gets the job done efficiently.
- Competent at managing responsibilities.
- Able to work under pressure to meet tight deadlines.

### EDUCATIONAL ATTAINMENT

Tertiary: Bachelor of Science in International Relations  
Mindanao State University  
Marawi City, Lanao del Sur  
June 2006 to April 2011

Secondary: Father Urios High School  
Prosperidad Agusan del Sur  
June 2002 to March 2006

Primary: Sta. Irene Central Elementary School  
Brgy. Sta. Irene Prosperidad  
Agusan del Sur  
June 1996 to March 2002

### CAREER SUMMARY

Finance Analyst (September 2019 - Present)  
Pearson Management Services Philippines, Inc.  
7/F N Tower Rockwell Business Center  
Sheridan St. Cor. United St.  
Mandaluyong City

CES Associate Consultant (February 2016 - July 2019)  
Global Audit – SAP Concur  
19<sup>th</sup>/F, Alphaland Southgate Mall, Chino Roces  
Makati City

Learning and Development Specialist Apprentice  
(May 2013 - January 2016)  
NFS – Assignment and activations  
Telus International Phils. Inc.,  
3/F Telus House, General Mac Arthur Ave, Cubao  
Quezon City

Subject Matter Expert (May 2013 - January 2016)  
NFS – Assignment and activations  
Telus International Phils. Inc.,  
3/F Telus House, General Mac Arthur Ave, Cubao  
Quezon City

Jade Drive Dona Rosario Village  
Penaflor Street, Booy, Tagbilaran City  
Bohol

Phone: 09985553381  
Email: mcmacsa0627@gmail.com

**CAREER SUMMARY**

Complex 2, Customer Interactions Associate  
(May 2013 - January 2016)

NFS – Assignment and activations

Telus International Phils. Inc.,  
37th/F Discovery Centre, 25 ADB Ave. Ortigas Centre,  
Pasig City

Quality Assurance Analyst (August 2012 - December 2012)

IBM Phils. Inc.,  
8th/F, 1800 Bldg. Eastwood City,  
Quezon City

Customer Service Representative (June 2011 - June 2012)

Hinduja Global Solutions  
8th/F, 1880 Bldg. Eastwood City,  
Quezon City

**KNOWLEDGE AND SKILLS**

- Computer literate
- Microsoft Office Proficient (MS Word, Powerpoint, Excel, Publisher)
- Adobe Acrobat
- Oracle E-Business Suite
- Markview
- SAP-Concur

**TRAINING AND CERTIFICATES**

- Information Security and Data Privacy Training - September 2022
- Code of Conduct Certification & Conflict of Interest Disclosure - September 2022
- Data and Document Retention in Microsoft - July 2022
- Code of Conduct Certification & Conflict of Interest Disclosure - September 2021
- Information Security and Data Privacy Training - March 2021
- Code of Conduct Certification & Conflict of Interest Disclosure - September 2020
- Third-Party Anti-Bribery and Corruption Due Diligence Training - August 2020
- Data Privacy Training - February 2020
- Equal Employment Opportunity Policy and Sexual Harassment Policy - October 2019
- Global Health and Safety Policy & Standards - October 2019
- Health and Safety Risk Assessment: Identifying and Controlling Hazards - October 2019

**PERSONAL DATA**

Age / Birthdate:	35 yrs. Old / March 17, 1989
Gender / Status:	Female / Single
Nationality:	Filipino
Language:	English / Filipino

**INTEREST, ACTIVITIES AND HOBBIES**

- Trading and Stocks Exchange
- Music Enthusiast
- Church Worship Leading
- Traveling

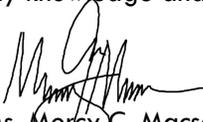
**REFERENCES**

Sylvia Mae Failanga  
Sr Financial Analyst  
Pearson Management Services Philippines, Inc.  
7/F N Tower Rockwell Business Center  
Sheridan St. Cor. United St.  
Mandaluyong City

Elora Daniel Manlulu  
Team Lead, Global Services - Audit  
SAP Concur  
19<sup>th</sup>/F, Alphaland Southgate Mall, Chino Roces  
Makati City

Bernadette Buenaobra  
Team Lead, Global Services - Audit  
SAP Concur  
19<sup>th</sup>/F, Alphaland Southgate Mall, Chino Roces  
Makati City

I hereby certify that the facts contained in this resume are true to the best of my knowledge and belief.

  
Ms. Mercy C. Macsa