



WORK EXPERIENCE

DEPLOYMENT PROJECT COORDINATOR

Lexmark Research and Development Corporation | April 2022 - June 2024 (2 Years, 2 Months)

- Assisted project managers in implementation, managed shipments, deployment schedules, and coordinated with supply chain personnel and transportation partners.

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AUDITOR

Trax Technologies Asia Inc. | December 2021 - April 2022 (4 Months)

- Coordinated with customers and logistics teams, managed cross-functional execution, and recommended process improvements for data accuracy and efficiency.

SHARED SERVICES AUDITOR

Trax Technologies Asia Inc. | July 2021 - December 2021 (5 Months)

- Provided quality analysis, monitored SLAs and cycle times, and identified root causes of invoice issues to enhance automation and reduce manual intervention.

GLOBAL SUPPORT SPECIALIST

Trax Technologies Asia Inc. | April 2017 - July 2021 (4 Years, 3 Months)

- Processed customer-specific reports, managed JIRA tickets, ensured SLA compliance, and coordinated prepayment processes for customers.

DATA ANALYST / TRANSACTION PROCESSING ASSOCIATE

Accenture Inc. | November 2014 - March 2017 (2 Years, 4 Months)

- Processed claims, reviewed disputes, triaged inquiries, and maintained accuracy and SLA deadlines for transaction processing.

SKILLS/AREAS OF EXPERTISE

- Project Implementation
- Order Placement
- Shipment Tracking
- Client Meetings
- Partner Coordination
- Supply Chain Coordination

TECHNOLOGY

- Notion
- Zoom
- Canva
- Microsoft Office 365
- Asana
- Calendly
- Google Suite
- ChatGPT

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