

## CANDIDATE - mUJBrMQS

### QUALIFICATION HIGHLIGHTS

An accomplished, results-driven **Information Systems Management (ISM) Professional** with over 30 years of demonstrated success in directing business and technology operations to optimize bottom line productivity in various industries - IT solutions and services, manufacturing for consumer goods, hospitality services, government and academe. Seventeen (17) of these years focused on managing small-scale to large-scale business critical projects aimed at improving customer satisfaction, decreasing costs and controlling risk. An innovative and a strategic ISM leader who effectively bridges the gap between business and technology and creates simplified IM processes.

### SELECTED ACCOMPLISHMENTS

#### Strategic Management

- Achieved the alignment of IT projects with the business strategy resulting to a USD200K annual cost savings by forming and leading the Information Management Steering Committee for IT Project governance. (2003)
- Led the implementation of the Bristol-Myers Squibb (umbrella company of Mead Johnson) Global IM Investment Management with the BMS Philippines IM Team which strategically aligned /qualified/prioritized all projects globally and ensured optimal resource allocation. (2005)

#### Project Management

- Implemented remotely the **Acumatica ERP** cloud technology enablers for logistics, retail, distribution and transportation companies. The said projects were implemented as per the agreed scope, quality and timeline. (2020, 2021, 2022)
- Engaged with the Trade Sales team in implementing the sales enablement technology to achieve increased visibility on critical stores thereby driving better insights for making informed decisions, better quality in selling and retail execution, broader visibility that enables the company to see opportunities in the market for revenue generation and consequently promoting better service level to our retailers thereby creating good relationship with both parties (2018)
- Partnered with the Marketing team in implementing the Customer Data Platform technology solution to achieve reduced marketing expense for customer enrollments and engagements, automated real-time interactions based on customer intent not agency recommendations, tighter customer data security and privacy, improved analytics to identify campaign / segment effectiveness and improved insight to effectiveness of digital investments (2017)

- Collaborated with Mead Johnson Philippines Medical Sales team in implementing the technology enabler for effective call management, detailing and relationship management of Health Care Professionals (HCPs) thereby driving additional One (1) prescription per month per Medical Representative translating to additional revenue of USD107K per month (2016).
- Instrumental to enabling Mead Johnson Philippines to achieve an annual average cost savings of USD431K by proposing and implementing the project solution to the low fill rate and long delivery lead time operational issues for Visayas and Mindanao. (2015)
- Improved Mead Johnson Vietnam's business forecast accuracy from 62% to a stable 80% within the year. This resulted in a reduction on out-of-stock and lost sales by 5% and a business gain equivalent to USD 1.8M per year. (2006)
- Increased the customer order-fill-rate from 89% to 96% by partnering with Mead Johnson Philippines' Supply Chain Department and leading the implementation of the Manugistics-Fulfillment System Project, the technology solution to help the business put the right product in the right quantity at the right place and at the right time. The said improvement translates to cost of sales of about USD 10M per year. (2005)

### **IT Governance, Training and Execution**

- Initiated, developed and implemented a Governance, Risk and Compliance literacy and technical support program for Asia Pacific Mead Johnson employees which translated to a cost avoidance of USD10K per month. (2014)

### **People Development**

- Enhanced the performance level of the project management, the business functional subject matter experts and the systems development team by establishing a standard project implementation methodology, key performance measurement and recognition, talent development and collaborative culture encouragement. (2020, 2021)
- Built the competency of the IT team for web development, database management and programming for the Enterprise Sales Information System (ESIS) project despite the 50% cut on the training budget. (2003)
- Facilitated the improvement of workplace productivity for Bristol-Myers Squibb employees by initiating IT Training Programs which enhanced employee skills on enterprise applications and office productivity tools. The said training programs achieved significant savings on training cost. (2003)
- Improved the customer service by enhancing office productivity through design and implementation of the Computer Literacy Program for the employees of DOST Regional Offices and Institutes. This yielded significant savings on training cost. (1991)

### **Enterprise Resource Planning Data Management**

- Led the design and implementation of the SAP data workstream strategy for Asia Pacific. The project was recognized for on-time system business go-live and minimal business disruption. (2012)

### **Systems Analysis, Design and Development**

- Realized a sustainable forecast accuracy of 74% for Mead Johnson Philippines by designing and implementing the Sales and Operations Planning system. This system translated to a USD10M cost savings per year and is still being used. (2001)
- Reduced the incidence of out-of-stock situations and minimized lost sales opportunities for Bristol-Myers Squibb (BMS) Worldwide Medicines Division by designing, developing, and

implementing the Pharma Inventory and Logistics Monitoring System (PILMS). This garnered a BMS Presidential Award in 1997.

- Increased the hotel booking and reservation transactions of Le Royal Meridien Hotel Bahrain by designing, developing and implementing the hotel website presence. (1994)

### **Business Continuity Planning**

- Designed and institutionalized the Business Continuity Plan (BCP) which set the company's high-level business operational resiliency up to 7 days in the event of a disaster effectively cushioning the company from a potential business loss amounting to about USD5M. (2012)

### **System Management / Network Management**

- Ensured a consistent 99.5% availability of the Le Royal Meridien Bahrain hotel system and interfaces by designing and implementing a systems management strategy which included security measures, policies and procedures. This enhanced and sustained the five-star high customer service level. (1994)
- Designed and implemented an integrated hotel management system for guest folio management which enabled Le Meridien Hotel Kuwait to carry out a very good level of personalized guest service. This integrated system ensured a seamless data flow from various hotel departments and outlets effectively simplifying the consolidation of guest transactions in real time. This became the blueprint for other Meridien hotels in the Middle East. (1992)
- Reduced the IT operating expenses of Meridien Hotels Middle East Region by USD50K by designing and implementing an onsite/offsite strategy for providing technical support to other Meridien Hotels in the Middle East namely Al-Khobar and Bahrain. (1992 – 1994)

### **Vendors and Suppliers Relationship Management**

- Enhanced the Vendor and Supplier Management Process which enabled a high priority service level, provided product enhancement/extension privileges and sustained long term partnership with vendors and suppliers. (2010)

## **PROFESSIONAL EXPERIENCE**

### **\*\*\*\*\* Solutions Inc., Quezon City, Philippines**

An IT solutions and services company that pioneered the implementation of “true born cloud technology” platform for Enterprise Resource Planning (ERP) using Acumatica ERP. The clients' base includes the Philippines, USA, Canada, Australia and Cambodia.

#### **Implementation Director**

**June2020 – Aug2022**

*Collaborates and leads the project management, business functional subject matter experts and systems development teams in the successful implementation of business clients' technology enabler requirements. Ensures that all client project implementations adhere to the best practice standards, methodologies and project governance and process management.*

### **\*\*\*\*\* Nutrition (Philippines) Inc., Makati City, Philippines**

A USD250M multi-national and nutritional global company with a mission “to nourish the world's children for the best start in life”.

**IM Business Relationship Manager, Philippines**

**February 2006 – Feb 2018**

*Engages in executive-level relationships in the company and serves as a focal link between the business and technical and service delivery teams, both internal and external, in delivering technology solutions that support business strategy and business value results.*

**Systems Development and Training Manager, Philippines**

**October 2002 – January 2006**

*Manages the full cycle business systems development on Client/Server and IBM AS/400 environment for Bristol-Myers Squibb Philippines. Provides technical leadership to the systems development team and facilitates training and development programs to enhance productivity and quality of output.*

**Client/Server Systems Manager, Philippines**

**October 1998 – September 2002**

*Manages the development, implementation, training, maintenance, enhancement and integration of all client/server systems and enterprise-wide project activities in Mead Johnson Philippines.*

**Client Support Officer II, Philippines**

**May 1996 – October 1998**

*Designs, develops and implements data management and systems integration solutions. Performs consulting services and provides technical support to both the internal and external customers in the client/server environment.*

**\*\*\*\*\* Inc., Middle East Area**

A worldwide chain of 5-star deluxe hotels and resorts.

**Systems Manager, Bahrain**

**October 1994 – February 1996**

*Designs and implements integrated hospitality management solutions for enhanced customer service experience and contingency plan in the event of complete system breakdown. Formulates the system resources usage and security policies to ensure high availability of the system.*

**Systems Supervisor, Kuwait**

**January 1992 – August 1994**

*Implements, administers and maintains the hotel systems and other complementary applications to support the business.*

**\*\*\*\*\* Institute**

The designated institute of the Department of Science and Technology (DOST) to provide strategic, tactical and operational channels for disseminating science and technology information to various sectors of the industry, locally, regionally and globally.

**Science Research Specialist II**

**October 1989 – December 1991**

*Handles the database management for the Science and Technology related databases. Designs, develops and implements IT programs and IT training programs to enhance DOST employees' productivity.*

## EDUCATION

**Master of Science in Information Management (2004)**

\*\*\*\*\* University Information Technology Institute  
Makati City, Philippines

**Bachelor of Science in Mathematics (1987)**

\*\*\*\*\* University  
Baguio City, Philippines

## SELECTED TRAININGS

- Data Analytics by Microsoft and LinkedIn (2023)
- Project Management by Microsoft and LinkedIn (2023)
- Certified Scrum Product Owner (2022)
- Acquiring and Managing Cloud Services (2021)
- ITIL 4 Foundation (2020)
- Business Objects Super Users Training (2011)
- Organizational Change Management (2011)
- SAP Overview, Implementation and Support (2010)
- Spirit of Enterprise (2010)
- Strategic Leadership (2009)
- Effective Negotiation Skills (2008)
- Meeting the Challenges of Stellar Customer Service (2007)
- Principles of Success (2006)
- Coaching For High Performance (2006)
- Performance Management Principles (2006)
- BMS Project Management Framework (2005)
- BMS Systems Development Life Cycle (2005)
- IT Project Management (2005)

## PROFESSIONAL AFFILIATIONS

Member, Information Technology Interactive Philippines

Member, Ateneo De Manila University Information Management /Technology Society

## PROFESSIONAL CERTIFICATIONS

ITIL® 4 Foundation Certificate in IT Service Management  
ITIL® 4 Acquiring and Managing Cloud Services  
CSPO Certified SCRUM Product Owner  
Project Management by Microsoft and LinkedIn  
Data Analytics by Microsoft and LinkedIn