

Ma. Janice Masangcay

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Over the past 8 years, I have handled and performed various roles such as Project Administrator, Order Entry Specialist, Project Admin, Customer Service, Invoice & Collections Processor, and Purchasing Coordinator, within the Sanitaryware and Building Materials industry, as well as in the Food & Beverage sector, and Automation Technology & Software.

Personal Details

Citizenship: Filipino

Work Experience

Specialist II, Post Booking Order Management/Project Admin (Project-based)

Emerson-Mandaluyong

July 2022 to June 2025

Order Management & Fulfillment

- Reviewed and validated order requirements prior to booking projects in the system to ensure accuracy and compliance.
- Conducted trade screening of customer billing, shipping, and end-user addresses to prevent embargo violations.
- Generated purchase requisitions and created purchase orders (POs) for factory submission.
- Coordinated with factories, Inside Sales, and support teams to monitor order status and ensure timely delivery.
- Escalated commercial inquiries and complex orders to factories for resolution.
- Provided support to team members handling high-volume orders and escalations.

Records Management & Communication Handling

- Archived communication records and project documentation using OCM, SharePoint, and other platforms.
- Monitored shared mailboxes, triaged incoming emails, and assigned tasks to appropriate teams.
- Updated order data and status in business systems to maintain operational accuracy.
- Verified new customer accounts and collaborated with the Customer Vendor Data Hub (CVDH) for account creation.
- Acknowledged and processed internal sales and factory inquiries.

Post-Booking Support & Invoicing

- Processed invoice requests based on project milestones, descriptions, amounts, and currency specifications.
- Monitored allocated project funds and ensured proper financial tracking.
- Followed up with Project Managers on unsettled invoices and supported the Accounts Receivable team with outstanding concerns.

After-Sales Service & Returns

- Managed RMA shared mailbox and assessed return requests for calibration, repair, or warranty.
- Processed customer return requests by generating RMA labels and coordinating item returns.

- Created service requests via CRM and assigned tasks to relevant teams handling returned items.
- Uploaded service-related documentation to OCM for record-keeping and audit purposes.

Order Management Coordinator

Canon Business Service Centre Philippines-Taguig

February 2022 to June 2022

Operational Excellence

- Owned the end-to-end Order Management process, ensuring seamless execution from quote validation to order booking.
- Verified completeness and accuracy of customer quotes and supporting documents, including contract details, prior to order creation.
- Monitored order-to-delivery lead times in alignment with customer SLAs to support timely invoicing.
- Escalated orders pending credit clearance for both internal and external lease arrangements.
- Identified and resolved incomplete or stalled orders to maintain workflow efficiency.
- Coordinated loan/trial machine deliveries and collections from customer sites.
- Managed return processes and ensured proper documentation and system updates.
- Oversaw External Lease order activation, ensuring prompt payment from lease partners and accurate system records.

Process & Data Integrity

- Processed Movement Requests for customer collections, ensuring proper procedures and install base updates.
- Reviewed clean order requirements and collaborated with internal and external stakeholders to cleanse data or gather missing information.

Contract Administration

- Partnered with Contract Management for the creation and validation of complex orders.
- Monitored transport SLA performance and resolved customer transport claims.
- Administered month-end procedures including customer query accruals, support sheet accruals, and retro accruals.
- Maintained account pricing schemes to ensure accurate reporting and financial consistency.

Customer Service & Ad Hoc Support

- Participated in customer review meetings to audit queries and recommend service enhancements.
- Utilized reports to track order status and proactively resolve related issues.

Order Management Specialist (Project-based)

Taps and More Trading LLC-Dubai

November 2017 to December 2021

- Maintained accurate records of product, contract, pricing, and invoicing data to support seamless order processing and financial reporting.
- Prepared quotations, project specifications, purchase orders, delivery advice, and invoices, ensuring all documentation aligned with customer requirements and internal standards.
- Collaborated with suppliers and customers to streamline operations, reduce costs, and improve service delivery.
- Provided precise routing and logistics information to coordinate delivery schedules and meet customer expectations.
- Managed and submitted all required documentation from suppliers and customers, overseeing billing workflows and ensuring compliance.
- Ensured timely and intact delivery of products, consistently meeting quality and service benchmarks.
- Scheduled appointments and conducted follow-up calls with customers and prospects to confirm orders, delivery timelines, and due invoices.

- Supplied the finance department with accurate data on incoming and completed orders to support cash flow forecasting.
- Generated and submitted monthly sales reports and annual turnover summaries to finance management.
- Verified and cross-checked company commissions on a monthly basis to ensure accuracy and transparency.
- Worked closely with senior management to align order operations with strategic goals.
- Handle inbound and outbound calls for coordination and issue resolution.
- Mentored and coached team members to uphold high standards of customer service and operational excellence.

Purchase Coordinator

Zagu Foods Corporation-Quezon City

May 2017 to September 2017

- Sourced and accredited reliable suppliers to ensure quality, cost-effectiveness, and timely delivery of goods.
- Solicited and evaluated price quotations, performing detailed analysis to support strategic purchasing decisions.
- Resolved inventory discrepancies, supplier grievances, and claims, maintaining smooth vendor relationships and operational accuracy.
- Coordinated with cross-functional departments to fulfill non-food procurement requirements efficiently.
- Processed non-food purchase orders and accurately encoded invoices using SAP for seamless financial tracking and reporting.

Intern-Customer Service Assistant/Data Entry Operator

PhilPlans First Inc-Quezon City

September 2016 to December 2016

Customer Assistant

- Greeting clients with a genuine smile when entering and leaving the company premises. Attends to customer inquiries and complaints through phone calls, email, or in person. Transfer phone calls to the respective department or personnel in charge. Monitoring logbook and update information of clients.

Data Entry Operator

- In charge of updating personal data or information of clients to company system. Organizing files and collecting data. Ensuring the accuracy of clients personal information.

Education

Marketing Management (BSBA)

New Era University

April 2017

Skills

- Microsoft Office, SAP System, Flight Bookings, Oracle, OCM, CRM

Certifications and Licenses

TESDA ASSESSMENT AND CERTIFICATION PROGRAM: NCII CUSTOMER SERVICE & NCIII EVENTS MANAGEMENT

April 2017 to Present

This certifies the candidate that he/she passes the standard qualifications of a middle-level worker that ensures the productivity and global competitiveness of each individual.