

Rocellie M. Capendit

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PROFESSIONAL EXPERIENCE

Manulife Business Processing Services, Quezon City

Client and Account Specialist

April 2022 – March 2024

- Analyzed and resolved complex transaction errors, corrections, and financial discrepancies.
- Acted as subject matter expert on US Retirement Plan processes and system applications.
- Reviewed and authorized payment reissues for unsettled payments and disbursements, ensuring strict compliance and accuracy.
- Resolved internal customer concerns by performing in-depth transaction analysis and process reviews.
- Identified process barriers and recommended service quality improvements.

MBPS Business Advisor

April 2017 – April 2022

- Managed and processed high-profile and complex financial corrections at the contract level, including enrollments, withdrawals, loans, allocations, fund changes, and tax forms (1099R).
- Mentored and coached processing staff on workflows, transaction corrections, and system navigation.
- Managed workforce assignment and successfully handled transaction escalations, supporting internal stakeholders with processing error concerns.
- Served as a primary resource for inquiries regarding policy, procedure, and system support.

Senior Business Process Associate

June 2016 – April 2017

- Conducted mentoring, transactional coaching, and supported quality assurance initiatives to maintain high service standards.
- Handled complex work types and collaborated with leadership to drive process improvement initiatives.
- Managed workforce assignment and handled transaction escalations, providing support to internal stakeholders.
- Participated in projects and ad hoc requests requiring system analysis and reporting.

Business Process Associate

July 2013 – June 2016

- Processed participant enrollments, allocations, withdrawals, loans, and payment reissues.
 - Monitored system issues affecting operations and coordinated with Workforce teams.
 - Generated operational and management reports for leadership review.
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TECHNICAL SKILLS & TOOLS

- **Programming (Basic):** C, MySQL
 - **Workforce Management & BI:** Excel, AWD BI Client, Power BI,
 - **System Applications:** AWD, Plan Sponsor Website, Reflection Workspace (Apollo), Gains&Loss Calc, Etreasury, Lotus Notes, Parts+, Service Now, Salesforce, 1099pro
 - **Data Skills:** Data Cleaning, Data Management, Data Visualization
 - **Leadership & Mentoring:** Subject Matter Expert (SME), Mentoring, Transactional Coaching, Workforce Assignment Management.
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EDUCATION

Polytechnic University of the Philippines, Sta. Mesa, Manila

- Post Baccalaureate Diploma in Information Technology (PBDIT), Sep 2025 – Present
- Bachelor of Science in Economics, May 2013