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## JESSICA LOUISSE U. MESTICA

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### PROFILE

Versatile professional expert in navigating multi-layered organizational workflows and maintaining seamless external stakeholder engagement. Certified in **Diplomacy and International Relations (DLS-CSB)** and **Six Sigma (White Belt)**, offering a unique blend of strategic communication and process optimization. Background in **Business Administration** at PWU, demonstrating a commitment to professional growth and commercial acumen. Highly proficient in navigating complex enterprise systems (**SAP, SharePoint, PowerBI**) and managing multiple high-priority projects simultaneously. A proactive problem-solver dedicated to building robust partnership channels through meticulous organization and professional stakeholder engagement.

### TECHNICAL STRENGTH AND SKILLS

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|-----------------------------|-----------------------------------|-----------------------------|
| • Administration            | • Sharepoint                      | • ICH-GCP                   |
| • Project Management        | • Box                             | • Medical Terminologies     |
| • Communications            | • Regulatory Submission           | • Finance Administration    |
| • International Relations   | • Invoice processing              | • Vendor Management         |
| • Technical Writing         | • Data Validation & Quality Check | • Phlebotomy                |
| • SAP, NewGen, Coupa        | • Data Reporting                  | • Shipment Management       |
| • PowerBI and Control Tower | • PO, PR, and GR                  | • Multiple System Knowledge |

### EXPERIENCE

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#### ADMINISTRATOR

##### *ICON Clinical Research Services Philippines Inc. – AstraZeneca Pharmaceuticals (Phils) Inc.*

*October 2023 – April 2026*

- Project & Regulatory Admin Tasks:
  - Assist in the coordination and administration of multiple projects, ensuring compliance with protocols and regulatory requirements.
  - Maintain and organize confidential documentation, including project materials that are used for participant enrollment including Consent Forms and Protocols.
  - Support the preparation and submission of project-related materials on regulatory offices.
  - Work with cross-functional teams to facilitate communication and ensure smooth project execution.
  - Contribute to the tracking and reporting of project metrics and milestones.
- Operational Fieldwork & Documentation Control:
  - Executed on-site workflows to manage the full lifecycle of essential documents, ensuring all high-priority records were accurately cataloged and preserved for regulatory compliance.
  - Managed the secure transition of active project materials into centralized repositories, utilizing meticulous tracking to ensure data integrity and immediate accessibility for stakeholders during project close-out.
- Onboarding and Process Improvement:
  - Acted as a technical resource for incoming staff, facilitating the adoption of data management tools and compliance standards to streamline departmental integration.
  - Collaborated to refine workflow processes, utilizing **CAPA** frameworks to transform audit findings into actionable improvements that enhanced overall team productivity.
- Finance Tasks:
  - CRM tool: Leveraged **SAP** as a core system for managing vendor data and partnership records, ensuring that field-captured information was seamlessly integrated into the central database for accurate reporting and financial tracking.

- *Purchase-to-Pay Lifecycle*: Initiated purchase requisitions and converted them into formal purchase orders, ensuring all supporting documentation aligned with internal financial protocols and budget requirements.
- *Verification and Matching*: Processed goods receipts by performing meticulous three-way matching between orders, deliveries, and vendor invoices to validate accuracy before authorizing transactions.
- *Digital Approval Management*: Leveraged centralized systems to route procurement requests for stakeholder approval, maintaining real-time tracking of transaction statuses to ensure timely operational support.

## **ADMINISTRATOR / FINANCE ADMIN ASSISTANT**

### ***Cuervo Far East Inc. – AstraZeneca Pharmaceuticals (Phils) Inc.***

*September 2022 – October 2023*

- **Full-Cycle Disbursement**: Managed end-to-end payment cycles from vendor onboarding (Start-up) to final reconciliation (Close-out), ensuring all financial obligations were met within contractual terms.
- **Payment Specialist**: Performed high-volume payments to Health Care Organizations and Professionals, ensuring strict adherence to local regulatory frameworks and transparency reporting.
- **Cash Application & Accuracy**: Oversaw the population and maintenance of financial tracking tools to ensure real-time accuracy of fund distribution.
- **ERP Proficiency (SAP, Coupa, and NewGen)**: Leveraged SAP for vendor management and NewGen for data workflow, ensuring seamless integration between operational activity and financial output.
- **Master Data Maintenance**: Acted as a "Power User" for tracking systems (SharePoint, MS Teams), providing technical support to the team to ensure data integrity and workflow efficiency.
- **System Integration**: Managed complex data workflows across multiple vendor systems to ensure that clinical "events" were accurately captured as financial "entries."
- **Stakeholder Liaison**: Managed internal and external financial communications, acting as the primary point of contact for payment status inquiries and discrepancy resolution (similar to AR collections/inquiry handling).
- **Cross-Functional Collaboration**: Partnered with diverse study teams to align clinical milestones with financial disbursements, reducing payment lag and improving vendor satisfaction.
- **Onboarding**: Mentored and trained new team members across the management department.

## **DATA MANAGEMENT COORDINATOR / MEDICAL RECORDS COORDINATOR**

### ***Abbott Laboratories Inc.***

*December 2021 to July 2022*

- Review, classify and upload all faxed documents received from Warehouse.
- Validate and enter all new patient information and existing patient updates.
- Submit Workflow Forms to process needed changes to Patients' Files (Demographics, Verbal Authorizations from MD Offices, etc. for other departments to process.
- Resolves or reports problems encountered immediately, including unreadable data, unacceptable data, and any other problems to their management team.
- Follow all regulatory policies and procedures, privacy and security standards in accordance with Government agencies to include HIPAA requirements.

## **TUTOR**

### ***STAR Tutorial Center***

*October 2018 to October 2019*

- Teaching students in all subjects especially in English, Science, and Math;
- Reviewing students for their upcoming examinations;

- Advanced reading, and helping students with their projects and assignments.

## DATA ENCODER

*Asia/Pacific Circulation Exponents, Inc.*

*March 2015 to May 2015, March 2013 to May 2013*

- Data entry for the company's monthly magazine subscribers, ensuring accurate recording and maintenance of subscriber information.
- Assisted in sorting and packaging deliverables for distribution, contributing to the efficient workflow of the department and supporting timely delivery to clients.

## EDUCATION

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### BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

*Philippine Women's University | Bachelor's Degree | 2026-2027*

### MEDICAL LABORATORY SCIENCES

*Our Lady of Fatima University – Antipolo City | Bachelor's Degree*

### SECONDARY AND PRIMARY EDUCATION

*Stella Maris College – Quezon City | 2012 & 2008*

## CERTIFICATIONS

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**Six Sigma – White Belt**

[LinkedIn](#)

**Diplomacy and International Relations**

*De La Salle – College of Saint Benilde*

**ICH-GCP**

*AstraZeneca & Philippine Clinical Research Professionals, Inc.*

## CERTIFICATIONS

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**Certificate of Recognition**

*AstraZeneca Pharmaceuticals Inc. (Site Management and Monitoring Department)*

## LANGUAGES

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**English** (Advance Working Proficiency, TOIEC)

**Filipino** (Fluent)

**Japanese** (N5 Level, Beginner)

## REFERENCES

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**Pamela Pampilon**

Phone: 09208349920

Clinical Study Administrator

**Rica Osita**

Phone: 09605465389

Clinical Study Administrator

**Karla Cruz**

Phone: 09178422806

Clinical Study Administrator