



VINCENT NICK MORDIDO

Customer Affairs & Operations | Anti-Money Laundering Analyst

WORK EXPERIENCE

Operations and Business Analyst
Virgin Australia International Airlines
Foundever Philippines, Manila (*Project Based*)
May 2024 to May 2025

- Led the launching of the Baggage Services Campaign, developed an integrated training module including baggage tracing, claims analysis, fraud investigations, settlements and compensations
- Developed metrics with client consultation aligning towards business target and objectives of the project
- Managed the full operation of the baggage and interline prorate services
- Managed the IATA Collections and Invoicing thru SIS
- Provided day-to-day operational update of the baggage services performance ensuring capability, coverage and service delivery.
- Established Inbound Phone Assistance, Central Baggage Tracing Office, Claims and Settlement, Interline Baggage Proration, Payments and Customer Affairs.

Anti-Money Laundering Operations Analyst
Financial Crime and Threat Management
Australia and New Zealand Bank, Manila, Philippines
February 2023 to October 2023

- Performed extensive investigation to monitor suspicious financial activities of Politically Exposed Person.
- Executed qualitative and quantitative research for a consultation on relative markets.
- Analyzed financial documents and statements to classify apprehensive patterns.
- Identified trends and make recommendations with auditors to minimize money-laundering risks.
- Created and maintained reports showing the financial activity of individuals and/or organizations.
- Accomplished periodic customer reviews, as well as selected CDD/EDD procedures.
- Developed extensive reports and present findings to the Financial Crime Management with clear and concise action advice.
- Coordinated with relationship teams to obtain supplementary evidence for a full disposition of potential match.

Freelance Entrepreneur
Small Medium Enterprise
April 2022 to present

- Coordinates with product suppliers; general trading, perfumery and pharmaceutical goods.
- Regulates pricing, allowing competitiveness in an online and frontline markets.

CONTACT

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ADDRESS

Imus, Cavite

PROFILE

An aviation, banking and customer relations champion with seventeen years of experience in an international airline, settlements, baggage tracing, interline prorate services, finance consolidation, fares and ticketing, customer service and travel industry support. Provides technical assistance through incident and management processes, analytical thinker and always sees an opportunity for resolutions leading to a continuous development of the organization. A keen observer and enjoy learning new technologies, sharing knowledge and expertise to increase productivity and improve project compliance.

RECOGNITIONS

- ❖ NAJM - Business Knowledge Management Project - Emirates Airlines, Dubai, United Arab Emirates
- ❖ Commission on Higher Education Scholarship, Cavite State University, Indang, Cavite, Philippines

- Venturing into yogurt soft served ice cream and other refreshments.

**Customer Affairs and Service Audit Supervisor
Emirates Airlines
Dubai, United Arab Emirates**

January 2015 to March 2022

- Proficiently analyzed baggage and flight reports, a baseline data to monitor trends in the travel market.
- Directed worldwide monthly stations audit of baggage claims and settlement (delivery, delayed, damaged, pilferage & loss).
- Appraised Special Prorate Agreement of Baggage and Ticketing with Partner Airlines in lieu with Inventory Revenue Management.
- Managed baggage claims and insurance repossession to optimized credit and cost recovery.
- Processed billings for Invoice-to-pay and accounts receivables.
- Managed training for new hires, 1-on-1 coaching and skills appraisal to match the required workforce.
- Resolved complaints raised by frequent flyer members and warrant customer confidence and ensuring replication of business.
- Managed on-hand baggage delivery and directed logistics for handling at Dubai International Airport.
- Improved the baggage proration systems work flow, coordinated with revenue accounting to expedite billings and collections.
- Created and published the CASA Baggage Proration Manual and developed and designed the automated prorate systems, established delivery recharged form to accelerate billing procedure with an annual cost recovery.
- Maintained efficiently the CRM Database (Customer Relationship Information System).
- Succeeded baggage mailbox, respond to internal and external queries and intensify stations' authority to settle claims.
- Hasten issuing of flight certificates used for customers insurance claims.
- Upgraded loss baggage claims and swift settlement in accordance with IATA Passenger Services Conference Resolution Manual (PSCRM), Resolution 780E procedures.
- Comprehensive administration support, expedited complaints received through various channels, allowing Officers for fast handling.

**Senior Passenger Sales and Services Agent
Global Contact Centre, Emirates Airlines
Dubai, United Arab Emirates**

May 2010 – December 2014

- Creatively used Emirates customer experience and standards in designing fitted travel solutions and reinforcing loyalty.
- Increased revenue through influencing customer purchasing decision and consistently exceeding sales target.
- Resolved complaints and build stronger relationships with the Emirates brand.

SKILLS

- ❖ Interpersonal communication skills
- ❖ Time and People management
- ❖ Research and Data analytical Skills
- ❖ Advanced Baggage Tracing and Settlement
- ❖ Strong Customer Relations
- ❖ Fraud and Auditing Skills
- ❖ Advanced MS Office applications
- ❖ SharePoint Migration System
- ❖ Salesforce Interface Collaboration
- ❖ Advanced Airline Fares & Ticketing
- ❖ Customer Relationship and Information System Management
- ❖ Anti-Money Laundering Watch List Management,
- ❖ Customer Due Diligence/EDD
- ❖ WorldCheck Application

EDUCATION

Master of Arts in Educational Management

Philippine College of Health Sciences
Manila, Philippines

Graduate Diploma in College Teaching

Philippine Normal University
Taft Avenue, Manila, Philippines

Bachelor of Science in Agricultural Economics

Cavite State University
Indang, Cavite, Philippines

CERTIFICATION

Licensure Examination for Teachers (Biological Science)

Professional Regulation Commission
Manila, Philippines

TRAININGS

- ❖ Getting Grounded on Analytics, Development Academy of the Philippines, 24 July 2022
- ❖ Corporate Finance Foundation, Learning and Talent, Emirates Group – 06 August 2020
- ❖ Finance Foundation: Business Valuation, Learning and Talent, Emirates Group – 06 August 2020
- ❖ Finance Foundation: Risk Management, Learning and Talent, Emirates Group - 29 July 2020
- ❖ Corporate Financial Statement Analysis, Learning and Talent, Emirates Group - 29 July 2020
- ❖ Learning Program Management, Learning and Talent, Emirates Group - 29 July 2020
- ❖ Management Foundation, Learning and Talent, Emirates Group - 29 July 2020
- ❖ Key Account Management, Learning and Talent, Emirates Group - 28 July 2020
- ❖ Operations Management Foundations, Learning and Talent, Emirates Group - 28 July 2020
- ❖ Project Management Foundations: Budgets, Learning and Talent, Emirates Group - 28 July 2020
- ❖ React: State Management, Learning and Talent, Emirates Group - 28 July 2020
- ❖ Skywards Training, Frequent Flyer Program of Emirates Airlines, August 2011
- ❖ Fares and Ticketing 2, Advanced Ticketing and Reissuance, Emirates Airlines, April 2011
- ❖ Reservations, Fares and Ticketing, Emirates Airlines, United Arab Emirates, May 2010
- ❖ ACAA, Air Carrier Access Act – US Federal Procedure for Passenger with Disability, May 2010

- Coached new hires, employing quality service pillars and business insights that paves Emirates success as a market leading airline.
- Supported travel agencies with aligned IATA policies and procedures.
- Consistently rewarded for monthly sales target achievement.

Travel Consultant
Prime Travel and Tourism LLC
Dubai, United Arab Emirates
December 2008 to January 2010

- Frontline support in the Holiday and Leisure Office, increased company's revenue through high flight seat sales, hotel, car reservations, leisure trip package, aided with Galileo, Global Distribution System.
- Maintained passenger's security by keeping travel insurance part of leisure engagement in coordination with GTA, DOTW, EK Holidays and DNATA Holidays.
- Transformed and managed website content of the agency, established seamless relationship with supplier.

Lead – Account Services
Sales Support Operation Center, United Solution Center
United Airlines, Teletch, Manila, Philippines
December 2007 – December 2008

Account Service Specialist
Sales Support Operation Center, United Solution Center
United Airlines, Teletch, Manila, Philippines
July 2006 to December 2007

Reservations Specialist
North American General Reservations - United Airlines
Teletch, Manila, Philippines
December 2005 to July 2006

Grade School Teacher
South Eastern College
Pasay City, Philippines
June 2004 to November 2005

Science Teacher/Research Coordinator
Victorious Christian Montessori College, Inc.
Bacoor Campus, Bacoor City, Cavite, Philippines
June 2002 to May 2004

Science Teacher, Mid School Department
Victorious Christian Montessori College, Inc.
GMA Main Campus, GMA, Cavite, Philippines
October 2001 to May 2002

Executive Secretary/Bookkeeper
Bulihan Enterprise Zone Association, Inc.
Acacia I, Silang, Cavite, Philippines
December 2001 to April 2003