

DIANNE MAE TING

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Philippines

PROFESSIONAL SUMMARY

Results-driven professional with experience in Australian mortgage processing, procurement operations, and online ESL training. Skilled in loan documentation review, compliance verification, supplier coordination, purchasing processes, and delivering structured English lessons to diverse learners. Demonstrates strong attention to detail, administrative efficiency, and excellent communication skills across financial, corporate, and educational environments.

STRENGTHS AND EXPERTISE

Data Entry	Customer/Client Relationship Management
Email Management	Critical Thinking Skills
Calendar Management	Teamwork Skills
Appointment Setting	Excellent Communication Skills
Detail Oriented	Calendar Setting
Active Listening	CRM/Software: Salestrekker, AOL, LoanApp
Computer & Technical Skills	Microsoft Office Suite (Excel, Word, Outlook)
Negotiation Skills	Interpersonal and Organizational Skills

PROFESSIONAL EXPERIENCE

AU Mortgage Loan Processor/Admin

Freelancer – Remote

June 2023 – September 2025

- Data entry and CRM/loan processing systems proficiency
- Scheduling appointments, managing emails, and handling various administrative tasks
- Gathering and verifying client documentation, ensuring completeness and accuracy
- Proactively following up with clients for documents/details and keeping them informed of progress on their loan applications.
- Data entry of a loan application into Salestrekker and Apply Online (AOL), Simpology/LoanApp
- Generate and send loan application forms, credit reports, discharge forms, pricing requests, and valuations
- Document management (collecting, renaming, organising, redacting sensitive supporting documentation)

- Complete servicing calculator
- NCCP Compliance checks
- Submit residential loan applications to the lender and complete MIRs up to formal approval

Online Teaching - Bizmates
Freelancer – Work from home
October 2022 – June 2023

- Delivered one-on-one online English lessons to Japanese business professionals
- Conducted structured lessons focused on business communication, presentations, meetings, and email writing
- Customized lesson delivery based on student proficiency levels and learning goals
- Provided constructive feedback to improve grammar, pronunciation, fluency, and confidence
- Utilized digital teaching platforms and learning materials effectively in a virtual classroom setting
- Maintained lesson documentation and student progress reports
- Ensured high-quality instruction while meeting company performance standards

Online Teaching - 51Talk
Freelancer – Work from home
August 2019 – October 2022

- Conducted interactive online English lessons for students of varying ages and proficiency levels
- Delivered lessons focused on grammar, vocabulary, pronunciation, and conversational skills
- Customized teaching approach to meet individual student learning needs and goals
- Provided constructive feedback and monitored student progress regularly
- Utilized 51Talk's online teaching platform and digital materials effectively
- Maintained accurate lesson records and attendance reports
- Ensured engaging and professional virtual classroom environment

Procurement Officer - Equiparco Construction Company
Butuan City
January 2018 – December 2020

- Managed procurement of construction materials, equipment, and services in line with project requirements
- Liaised with suppliers and vendors to negotiate pricing, terms, and delivery schedules
- Prepared purchase orders, tracked deliveries, and ensured timely supply to construction sites
- Maintained accurate procurement records, inventory reports, and supplier databases
- Coordinated with project managers and site teams to forecast material needs and prevent delays
- Ensured compliance with company policies, budget constraints, and local procurement regulations
- Conducted supplier evaluation and performance monitoring to maintain quality standards

Assistant Executive Secretary/Procurement Officer - Celebes Coconut Corporation

Butuan City

September 2016 – January 2018

- Managed sourcing, purchasing, and timely delivery of materials, supplies, and services for company operations
- Liaised with suppliers and vendors, negotiated pricing, and maintained vendor relationships
- Prepared purchase orders, monitored deliveries, and ensured compliance with company policies and budget
- Maintained accurate procurement records, inventory reports, and supplier databases
- Provided administrative support to executives, including scheduling, correspondence, and document management
- Coordinated meetings, prepared agendas, and documented minutes for management review
- Assisted in drafting reports, presentations, and internal communications
- Maintained confidential files, records, and compliance documentation
- Ensured seamless coordination between procurement activities and executive office requirements

EDUCATION

- **Tertiary**
FATHER SATURNINO URIOS UNIVERSITY (2012-2016)
Bachelor of Science in Business Administration – Major in Operations Management

CAGAYAN DE ORO COLLEGE (2009-2011)
Bachelor of Science in Architecture
 - **Secondary**
AGUSAN NATIONAL HIGH SCHOOL
High School
 - **Primary**
URIOS COLLEGE GRADE SCHOOL
Elementary
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CHARACTER REFERENCES

Rachel Contillo

Assistant Manager for Customer Assistance and Resolution Expert at *Our World Energy*

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Rhoda Reyes

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