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## MARIO R. SIBUCAO

SENIOR VICE PRESIDENT

Member Services and Support Group

Social Security System (SSS)

(02) 920-6401 local no.: 5238

(02) 922-2967



### BRIEF DESCRIPTION OF FUNCTION

He is currently Senior Vice-President for Member Services and Support Group. He is responsible for member relationship management, member education, member records management, member identification services and electronic self-service facilities implementation.

### MAJOR ACHIEVEMENTS

He was Senior Officer for Information Technology (IT) from 1990 - 2003. During this period he managed several IT functions to include Planning and Research, Applications Systems and Technical Support (Network, Database and Systems Software). He was involved in major and pioneering IT system enhancements and infrastructure acquisitions to include Mainframe and Relational Database Management System, Decentralization using Open Systems, Imaging System, Branch Online Inquiry System using Symmetric Multi-processors, SSS ID Card Project, SSS Website and Year 2000 Conversion Project. He also implemented the SSS Covenant of Service Program (COS) in enhancing the processes and improving the processing time of benefit claims and loans.

He was Vice-President for Member Assistance Center Program Management under the Branch Operations Sector from 2003 to 2010. During this period his group implemented the Standards in Frontline Servicing, Enhanced SSS Website, Text-SSS facility and the corporate compliance to the Anti-Red Tape Act of 2007 (ARTA).

### PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS

He was Vice-President for Member Relations and Support Division from 2011 to 2018. During this time he has managed and directed the operationalization of the UMID System, the expansion of member relations and support operations through 24x5 Call Center, electronic mail and social media channels, member education through information seminars, stakeholders' fora and Internet-based Webinars. He was also responsible for SSS records management, archiving & servicing. He also implemented enhancements to SSS Member Self-service facilities such as the:

- SSS Website
  - SSS Mobile App
  - Text-SSS and Message Blast programs
  - Information Terminals
  - Interactive Voice Response System
  - Branch E-centers
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He currently heads the Project Steering Committees for:

- SSS Web Enhancement and the implementation of an automated Identity Management Solution
- Enhanced SSS Text-Blast facility implementation
- The implementation of the SSS Customer Relationship Management System

## **EDUCATIONAL ATTAINMENT**

- Master of Technology Management
- Bachelor of Science in Agricultural Administration Major in Economics