
ELEONORA Y. CINCO

VICE PRESIDENT, Management Services and Planning
Division and
CONCURRENT ACTING HEAD, Risk Management
Division
Social Security System (SSS)
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BRIEF DESCRIPTION OF FUNCTION

Ellen is currently involved with various corporate activities in the areas of planning, management services and business process management, process improvement and quality management as well as in evaluating and monitoring of the System's financial, strategic, insurance and demographic, and operational risks. She currently chairs the Steering Committee in Business Analytics that aims to provide complete decision support through data warehousing, analysis and trending. She also chairs the Project Team for the Paperless Application Project at SSS and the Steering Committee for Gender and Development, while co-chairs the Annual Report Committee from years 2016 to 2018 and the 2019 Exhibit Committee for the SSS' 62nd Anniversary Celebration. She is currently the Quality Management Representative to the ISO Quality Management System project. She also sits among others as member of committees for restructuring/reorganization of the SSS, Service Quality, Gender and Development, Improvement of Frontline Services, Project Repeal-The Philippine Red Tape Challenge, Business Continuity Management Program, Re-engineering and Improvement of Core and Support Business Processes, Reconstitution of the Performance Management Team, Reconstituted Task Force on the Drafting of the Implementing Rules and Regulations of the Social Security Act of 2018 and organizational incentives and rewards.

MAJOR ACHIEVEMENTS

In 2011, Ellen leads the institutionalization of the ISO 9001 for the Coverage and Registration System for selected branches. Currently, there are 18 branches certified with 16 branches for certification of RCS and 1 branch for certification of Death, Disability and Retirement processes and 1 branch for all processes. There are also 70 ISO certified departments at the SSS Main Office at present. She also leads the implementation of the ISSA Service Quality Framework in ISO certified branches and the Quality Workplace Program in the organization.

For more than 5 years, Ellen directed the units handling planning and policy-making, performance management, organizational process improvement, and quality management. Currently, she is the approving authority of all the procedures being implemented and forms being used in the organization. She also leads the implementation of the automated leave application which was implemented in December 2016 and the electronic submission of request for the use of SSS service vehicle which was implemented in July 2018. In 2013, she sets up the performance scorecard of the organization and the deliverables of each of the divisions, groups and sectors, including the monitoring system. She has been invited to speak about social security administration in various conferences here and abroad.

PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS

Ellen joined SSS in 1987 as an actuarial researcher in the Actuarial Department and stayed in the department until 1995 as an Actuarial Associate. She got involved in doing research, conducting studies and doing valuation studies. In 1995, she was promoted as Corporate Executive Officer in one of the departments in the Operations Group and transferred to different program management departments where she got involved in different special projects and to Quality Management Department where she got involved in 5S, ISO 9001, and PQA.

She was promoted to Assistant Vice-President in 2014, and to her current position as Vice-President for Management Services and Planning in January 2016. She was designated as the concurrent Vice President for Risk Management Division in August 2018.

EDUCATIONAL ATTAINMENT

- BS Mathematics (Actuarial Science)
University of Santo Tomas (UST), 1985
- MS Applied Mathematics (Actuarial Science)
University of the Philippines, 1993
- Basic Management Program
Asian Institute of Management (AIM), 1996
- Middle Management Development Program
Ateneo Graduate School of Business, 2014