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## **LEONORA S. NUQUE**

VICE PRESIDENT

NCR Regional Processing Division

Social Security System (SSS)

920-6401 loc. 6134



### **BRIEF DESCRIPTION OF FUNCTION**

To direct and manage the Division's Operations, develop plans and strategies and monitor actual performance versus performance as planned.

### **MAJOR ACHIEVEMENTS**

Oversees the smooth operations of the three Processing Centers of the National Capitol Region namely: Diliman, Pasig and Makati and achieve its established objectives and targets for 2018 in the Processing and Payment of Death, Disability, Retirement and Sickness-Maternity Benefits and maintenance of members records for Pension, Membership, Contributions and Loans. Ensured that the three (3) Processing Center of NCR has achieved its committed deliverables for the 2015-2017 in terms of payment of benefits, maintenance of member's membership, contribution and loan records. Has led the Diliman Branch for 3 years which is one of the biggest SSS Branch in the National Capitol Region where I introduced innovations to improve its services to the public like: The Self-Service Shelf - a self-service form issuance of the most frequently requested SSS forms, improved the existing directional signage to guide members and claimants in their transactions, implemented bulletin of sample filled out forms as guide in filling out of forms, worked for the increased Net Satisfaction Rating of the branch from 73% to 92% and its ISO certification in 2011 and re-certification in 2014, and established the Telling Section of the branch. Concurrent to my position as OIC of Diliman Branch, I attended to the establishment of SSS Batasan Hills Branch which opened in May 2014. While still at the Diliman Processing Center, has led the successful implementation of the Covenant of Service and in winning the awards for Best in Processing of Retirement and Sickness/Maternity in 2006. Had won the Model Employee Award for the Pensions Department in 1991 and the Group's Model Supervisor in 1993. A speaker for the Modular Seminars for the Non-Medical Benefits, Branch Operations Updates, and In-Depth Seminars for Employers and Orientation Course for newly absorbed SSS Employees. Served as Subject Matter Expert (SME) for the Document Management Information-System which is a paper-less processing of claim using Electronic Data Imaging System, Y2K Contingency Planning in 1999 and Special Pension System. While still a programmer trainee has developed the systems on Check Pensions Replacement and SSC Case Clearance System.

Aside from membership in several committees, is the Chairperson for the Project Working Committee for the Benefits Workflow System and Technical Working Group for Janitorial Services for 2014-6/2017 and a member of the panelist for the Oral Revalida for the Member Service Representative Assessment Program (MAP) and Accounts Management Assessment Program (AMAP).

### **PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS**

I have been with the Social Security System for 37 years starting as a Regular Contractual in October 1981. I became a Regular Employee in September 1982 with my first assignment at Mailing Section of the Administrative Department. I have spent 31 years in the Processing of Benefits starting as a Claims Processor in July 1985, as Team Head (previously Section Chief) in January 1994, Section Head in May 1999, as an OIC-

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Assistant Branch Head of the Diliman Processing Center in September 1999 and full pledge Assistant Branch Head in 2010. I had a 3 year experience at the branch handling Diliman Branch, one of the biggest SSS branch in the National Capitol Region (NCR) from 2012 to 2014 as an OIC-Branch Head. I was promoted as Branch Head of SSS Kaloocan branch in September 2014. In January 2015, I transferred to the Central Processing Group as an OIC Head of the NCR, Regional Processing Division and has been its Vice President from January 2016 up to the present.

## **EDUCATIONAL ATTAINMENT**

Bachelor of Science in Mathematics with Masters in Public Administration.

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