



Event Program

- 04:00 WELCOME
- 04:10 OPENING **Parry Nagpal** - CEO, KMC Teams
- 04:20 KEYNOTE **Michael Alejandro** - Undersecretary, Department of Finance
- 04:35 PANEL SESSION 1
- MODERATOR: **Nicki Agcaoili** - Chief Country Executive, Cargill Global
- PANELISTS: **Coy Ordonez** - Country Executive, Northern Operating Services Asia
Larah Teng - Country Manager, Zoom
Nathalie Bernardo - Country Site Head, Sun Life Global Solutions
Robby Bassig - Partner- Workforce Transformation, PwC
- 05:15 PANEL SESSION 2
- MODERATOR: **Mark Lwin** - Managing Director, RELX | Reed Elsevier
- PANELISTS: **Hazel Zaide Delos Santos** - Country Manager, ING Hubs Philippines
Jino Panganiban - Center Head, DHL Global Service Center
LoraLee Lopez - Head of Global Business Services, JLL
Reichelle Demot-Engwa - Hub Lead-Philippines, C&W
- 05:55 NETWORKING **Tracy Ignacio** - COO, KMC Solutions



04:00^{pm} / Invocation + National Anthem

04:10^{pm} / **Opening**



Parry Nagpal

CEO
KMC Teams

PRESENTER: Parry is considered one of the region's most senior technology sector leaders. Previous roles include: VP Global Delivery for Genpact, COO-Philippines & Australia for Startek, Chief Sales Officer for MoneyHero, EVP for Teleperformance. In his current role, Parry is key leader of the nation's largest flexible workspace operator, with over 1.2 million sqm across 30+ locations nationwide.

04:20^{pm} / **KEYNOTE ADDRESS**



Michael Alejandro

UnderSecretary
Department of Finance

FEATURED SPEAKER: Undersecretary Miko Alejandro is the current Chief Privatization Officer of the Privatization and Management Office. He previously served as the Assistant Secretary of the Privatization and Partnerships Group, and served as the alternate representative for the Secretary of Finance in various State-Owned Enterprises – such as the Philippine National Railways, Light Rail Transportation Authority, National Power, to name a few. He previously held leadership roles in construction, real estate development and golf management. A graduate of New Mexico State University with an MBA, Miko is also a certified PPP professional and a professional golf athlete.



04:35 ^{pm} / Panel Session 1



Nicki Agcaoili

Chief Country Executive
Carelon Global Solutions

MODERATOR: Nicki oversees a 9,000-person healthcare solutions company in the Philippines that simplifies complex operational processes to improve the health of the healthcare system. Nicki has over 20 years of industry experience in Business Process Outsourcing and Management, leading diverse teams at premier companies like TTEC, Convergys, and Sykes Asia. He has led large teams across the Philippines, Vietnam, Nicaragua, and India. Nicki is a Board Trustee of the IT & Business Process Association of the Philippines (IBPAP).



Coy Ordonez

Country Executive, President and Chairman
Northern Operating Services Asia

PANELIST: Coy has spent the past 9 years with her company supported global operations of Northern Trust, a global leader in wealth management, asset servicing and investment solutions. The globally recognized Fortune 500 Company is Nasdaq listed who business is guiding the world's most successful individuals, families and institutions. Coy previously Country Operations Head of Deutsche Bank Manila and Executive Director of the Philippine Depository and Trust Corporation of the Philippine Dealing System Group.





Larah Teng

Country Manager – Philippines & Malaysia
Zoom Video Communications

PANELIST: Larah oversaw a huge increase in usage of Zoom products during the Covid pandemic. She previously spent many years in senior technology roles with Chevron working in Manila and Houston Texas.



Nathalie Bernardo

Country Site Head
Sun Life Global Solutions

PANELIST: Nath oversees world-class operations supporting functions in Canada, the United States, and the Asia region. She is responsible for Board Governance, Finance, Legal, Risk & Compliance, Human Resources, Communications and Business Excellence. She previously held senior leadership positions at premier global companies like Accenture, Coca-Cola and HP.





Robby Bassig

Partner - Technology and Workforce Transformation
PwC

PANELIST: Robby is Chief Data Officer and Consulting Partner in charge of Technology Consulting and Risk Consulting at PwC Philippines. He has led major transformation projects in across South East Asia, and in Australia and New Zealand. He believes that GenAI is more than just a technology—it is a powerful tool that enables organizations to reinvent their business models by making them faster, more efficient and more effective. As GenAI becomes increasingly accessible, it is revolutionizing industries and driving innovation, making it essential for businesses to leverage this technology to maintain and accelerate their competitive edge.



05:15 ^{pm} / Panel Session 2



Mark Lwin

Managing Director
RELX | Reed Elsevier

MODERATOR: Mark is one of the most experience leaders in the booming shared services sector in Southeast Asia. Reed Elsevier Philippines is a subsidiary of RELX, a leading global provider of professional information solutions in the science, medical, legal, risk management and business sectors. RELX divisions include: Elsevier, LexisNexis Legal & Professional, Reed Exhibitions, and LexisNexis Risk. Mark previously ran shared services facilities in Malaysia and the Philippines for AIG.



Hazel Zaide Delos Santos

Country Manager
ING Hubs Philippines

PANELIST: Hazel is a transformative leader with over 25 years of experience in banking, finance, and automotive manufacturing. Under her leadership, ING Hubs Philippines has grown into ING's most capability-rich hub, delivering 24 out of 24 global services across operations, finance, risk, data, technology, people services, and transformation to 40 ING countries. At the heart of this success is her commitment to accelerating talent development through tailored development plans and build programs that cements ING Hubs Philippines as a global IT-BPM leader.





Jino Panganiban

Center Head

DHL Global Forwarding Freight Philippines Service Center

PANELIST: Jino oversees DHL's strategic hub for supporting global operations across air, ocean, and road transportation. With extensive experience in shared services across industries, he specializes in operational excellence, automation, and transformation. Jino champions building high-performing teams and driving scalable, future-ready operations. His work reinforces the Philippines' position as a world-class global delivery hub.



LoraLee Lopez

Head of Global Business Services

JLL Shared Services

PANELIST: LoraLee oversees a growing shared services center for JLL, one of the world's leading global real estate investment firm. Founded over 200 years ago, it operates in over 80 countries, providing services like property management, leasing, capital markets, and sustainability consulting to owners and occupiers. LoraLee previously held senior roles with premier companies like Arvato, HCL Technologies and Dell.





Reichelle Demot-Engwa

*Director & Philippines Hub Lead, APAC Tenant Representation
Cushman & Wakefield*

PANELIST: Reichelle supports multinational organizations in establishing and expanding their GCC operations in the country and across the region. With more than 14 years of experience advising major occupiers on leasing and location strategy, Reichelle brings strong regional expertise and a client-centric approach highlights the Philippines' growing importance as a hub for Global Capability Center (GCC) operations.

05:55 ^{pm} | **Social Networking**



Tracy Ignacio

*Chief Operating Officer
KMC Solutions*

Closing: Tracy has been a key leader in building KMC into the largest flexible workspace provider in the Philippines. She is a CPA by profession and previously held senior roles in leading companies in the Philippines and the USA.

