

## AGENDA: DAY 1 – DECEMBER 2, 2009

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

# MICROFINANCE LEADERSHIP SUMMIT 2009™

- 8:00-9:15: **Breakfast buffet and networking**
- 9:30-10:00: **Summit Opening Session**  
Welcome and Introduction  
**Christopher Tan**, Country Director Philippines, Grameen Foundation  
**John Bessey**, Managing Director, Microsoft Philippines  
**Dr. Cecilia D. del Castillo**, Vice President, Microfinance Council of the Philippines, Inc.
- 10:00-11:00: **Plenary Session 1: Unleashing Technology for Social and Economic Development**  
Technology can be an amazing tool for advancing social and economic development – enabling people to get a better education, learn new skills to earn a living wage, or start a business. It can also enable organizations to more effectively address community needs. One of the most significant advances in information technology (IT) today is the growing connectivity among devices - computers, mobile phones and even televisions. The convergence of device connectivity, software innovation and cloud-based services offers great potential to help achieve greater impact in the communities they serve.
- In this session, we'll look at:
- Technology's potential as a disruptive force to accelerate community development.
  - The common stages of IT adoption and your vision for IT's role in your work.
- Attendees will leave the session with:
- A greater understanding of IT trends and potential impact on community development
  - Inspirational examples of how IT can drive change, and
  - An understanding of your organization's place in the stages of IT adoption.
- Speaker:**  
**Lindsay Bealko**, Program Manager, Community Affairs, Microsoft Corporation
- 11:00-11:15: Break
- 11:15-12:15: **Plenary Session 2: The Technology Pay Off for Microfinance**  
At times, technology can be a barrier weighing down your business - we'll discuss how you can break through that barrier and transform technology into an accelerator. We'll walk through the pragmatic steps for technology-enabled growth and achieving social impact. Through video case studies and real-life examples from Grameen Foundation's work, you will see how other MFIs have received significant payoffs from technology.
- Attendees will leave this session with:
- Knowledge of how a Strategic IT plan can enable successful technology investment to unlock efficiency, insight and innovation
  - 7 practical ways to invest in technology strategically to enable your growth
  - Vivid examples of how other MFIs are reaping positive return
  - How to best align technology initiatives with business & social goals
- Speaker:**  
**Matt Duncan**, Director, Market Development, Grameen Technology Center



## AGENDA: DAY 1 – DECEMBER 2, 2009

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

12:15-1:15

Lunch

<<Concurrent Breakout Sessions (Choose to attend two of the three offerings)>>

#### Breakout Session Option A:

##### Why it's All Worth It: Knowing the Value of the Technology

We all know that technology projects can demand up-front and ongoing investments that can be both difficult to justify and tricky to understand. Learn how to better quantify the true investment and to demonstrate in a structured way the short and long term payoffs that come from your IT project. Communicate to your board and funders how your investment increases loan portfolio, products offered, HR efficiencies realized and the financial impacts of the growth that come with successful integration of technologies into your operations.

**Speaker and Facilitator:** *Marie Valdez*, Technical Program Manager, Grameen Foundation

**Speakers:** **Professor Ronald T. Chua**, Adjunct Faculty, Asian Institute on Management & Development Director, Microfinance Management Institute

**Rafael Dindo T. Cortez**, Chief Information Officer, TSPI Development Corporation

1:15-2:30

Session

#### Breakout Session Option B:

##### Beyond MIS: From Efficiency to Strategic Insight

Management Information Systems are critical to improve an MFI's transaction processing, increase staff efficiency, and reduce operating costs. However, achieving efficiency in managing loans and clients is only the first step in unlocking the value of an MIS. The real value of MIS comes when management can use their technology to strategically use information to drive better business decisions, and more precisely expand their products and client base. This session will explore the ways technology can be used to move beyond operational efficiency to enable strategic insight into your operations and create new targeted products.

**Facilitator:** *Nicole Iden*, Manager Technology Readiness, Grameen Foundation

**Speakers:** **Professor Roger Chua**, Adjunct Professor on Risk Management and Data Analytics of the W. SyCip Graduate School of Business, Asian Institute of Management

**Jody Dela Cruz**, VP Microfinance & Sustainable Energy Finance, Bank of the Philippine Islands

**Manolo San Diego**, Director SB Capital (investment banking arm of Security Bank Corporation) (invited)

2:30-3:00

Break

3:00-4:15

Session

#### Breakout Session Option C:

##### Practical Front-End Solutions: Bringing technology to client transactions and data collection processes

Stable & strong back-end technology systems are critical to the efficient functioning of microfinance institutions. However, front-end technologies also hold much promise for the scaling of microfinance. In this session, learn about innovative, yet practical, new front-end technologies for reaching closer to the poor and some of the steps you should take to be ready to use them. Point of Sales systems and ATM technologies from EnCash will be highlighted.

**Facilitator:** *Lindsay Bealko*, Program Manager, Community Affairs, Microsoft Corporation

**Speakers:** **Ed Balontong**, CEO, Konverg

**Eric Severino**, President, EnCash

4:30-5:30

##### Cocktail Reception

Chat with and get to know your colleagues in the Philippines microfinance and technology communities over food, drinks and music.

2009  
MICROFINANCE  
LEADERSHIP SUMMIT™



## AGENDA: DAY 2 – DECEMBER 3, 2009

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

# MICROFINANCE LEADERSHIP SUMMIT 2009

- 8:00-9:00 **Breakfast buffet and networking**
- 9:00-9:45 **Close-up: An Intimate Discussion on Technology and Development**  
Join two of the Philippines' most important thought leaders in the usage and application of technology for alleviating poverty and promoting development. This interactive and informal discussion is moderated by Christopher Tan, Philippines Country Manager for The Grameen Foundation. Come ready with your questions, thoughts and comments to add to the open discussion.  
**Moderator: Christopher Tan**, Country Director Philippines, Grameen Foundation  
**Speakers: Bill Luz**, Executive Vice President, Ayala Foundation.  
**Erwin Alampay, Ph.D.**, Associate Professor, National College of Public Administration and Governance, University of the Philippines
- 9:45-10:45 **IT Project Turnaround Stories: IT Projects that Work!**  
IT strategies and plans cannot become reality without the ability to see an IT project through from inception to completion. In this session, listen to the stories of different individuals who have successfully turned around a long and challenging IT project into a success. You'll leave with the secret tricks and fundamental elements for pulling off successful projects at your organization.  
**Moderator: Marie Valdez**, Technical Program Manager, Grameen Foundation  
**Panelists: Shiela Guanzon**, General Manager for Operations, Negros Women for Tomorrow Foundation (NWTF).  
**Arup Maity, PMP, MBA, BE**, President and CEO, BlastAsia Inc., Adjunct Faculty for Project Management & IT Strategy, Asian Institute of Management  
**Ryan Whitney**, Mifos Technical Program Manager, Grameen Foundation
- 10:45-11:15 **Break**
- 11:15-12:00 **Let's Get Going: Make the Most of the Resources around You**  
Now that you have learned the importance of building an IT Strategy and have building blocks for planning and implementation, it's time to roll up your sleeves and get to work. We are all operating with restricted resources, so get creative and figure out how to do more with less. This panel will make sure you know the people, resources and places you can turn to for support as you continue your own IT adoption journey.  
**Facilitator: Lalaine Joyas**, Executive Director, MCPI  
**Speakers: Anna Rose R Bautista**, VP Operations, Sysgen [IT Staffing]  
**Matt Duncan**, Grameen Foundation  
**Ronald Leoncio**, CGAP Certified IT Consultant  
**Noel Mendoza**, Information Technology Officer, CICT-National Computer Center [and representing telecentre.org]  
**Mae Rivera-Moreno**, Microsoft Philippines.
- 12:00-1:00 **Lunch**
- 1:00-2:30 **Speed Geek Sessions (see next page for descriptions)**  
Give us 90 minutes, and we'll give you a chance to preview cool technology tools up close and personal, each in 20 minutes. Imagine "speed dating," but finding a match with technology! Choose three who you want to "date" from a variety of tools and topics.
- 2:30-2:45 **Closing Remarks, Merienda, and Raffle**



## AGENDA: DAY 2 – DECEMBER 3, 2009

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

Speed Geek topics include:

#### Meet Windows 7

The recent release of Microsoft's newest operating system, Windows 7, provides an exciting new tool for organizations. Windows 7 has reduced system requirements, allowing it to run effectively on many older computers. The availability of "Windows XP Mode" helps prevent older business programs from becoming obsolete. Windows 7 makes everyday tasks easier with improved desktop navigation, easier remote access for staff working off-site, and enhanced accessibility features. Come see what's new and improved in Windows 7, and how you can seamlessly upgrade from your current operating system.

#### Office 2010: A Sneak Preview!

Microsoft Office 2010 is coming soon, and it will offer rich and powerful new ways to deliver your best work - whether you're at work or home - on a computer, Web browser, or Smartphone. Grab your audience's attention with enhanced tools, customizable templates, and expanded photo editing capabilities. Work with multiple people from different locations at the exact same time using new co-authoring capabilities. By offering more ways to access your files from virtually anywhere, Office 2010 will increase your mobility and efficiency. This sneak preview will get you excited about what's coming with the new release!

#### Business Process Mapping and Reengineering (BPM)

Come learn techniques to increase the efficiency of your organization (with or without technology!) by mapping core business operations and redesigning them to decrease cycle time and risk and increase quality.

#### Social Performance Management/Progress Out of Poverty (PPI) Tool

See the software tool that is now available to track the social performance data for the PPI. Built in Excel and Access, you can track, store and report on PPI data of your clients.

#### Free Collaboration & Communication Tools in Windows Live

Windows Live is a complete set of free online tools and services available to help you manage your life and communications from almost any internet-connected PC or phone. You may know that you can use Windows Live for email and instant messaging, but did you know you can also use it to manage personal and professional groups, to store and share files and photos online (25 GB of free storage!), to share calendars, publish a blog, and more? This versatile suite of tools will help you stay organized and connected in both your personal and professional worlds.

#### Mifos (MIS)

Mifos is a web-based open source management information system built by Grameen Foundation to enable efficient and effective delivery of financial services to the poor. This centralized platform provides the efficiency to scale, real-time insight to operate strategically, and the flexibility to innovate. Come watch this interactive demo to experience the easy-to-use platform and see how you can access real-time business and social data from across your organization from the convenience of any internet browser.

#### ATMs in the Philippines from EnCash

Learn about a system of non-bank ATMs currently being used by rural banks in the Philippines and how it might be useful for your organization. ENCASH has made great inroads in providing ATM service to the Philippine countryside. As the first Independent ATM Deployer in the Philippines, ENCASH provides privately-owned ATMs to areas not deemed viable by commercial banks, allowing users in remote locations to conveniently obtain access to their finances. An ENCASH ATM may be found in over 70 partner rural banks, tourist destinations, town halls and other partner entities in more than 45 provinces

2009  
MICROFINANCE  
LEADERSHIP SUMMIT™



## AGENDA: DAY 2 – DECEMBER 3, 2009

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

#### Manage Your Organization's Finances with Microsoft Dynamics GP

Microsoft Dynamics GP is a business management solution that can automate and help improve financial, customer relationship, and supply chain management. It is an integrated, adaptable solution that works with familiar Microsoft software to streamline processes across an entire business. It is an affordable, scalable enterprise resource planning (ERP) solution for the mid market offering rapid time to benefit and low total cost of ownership. In this demo, we will focus on the financial module in Dynamics GP to show you how you could use it to help manage your organization's finances professionally and efficiently.

2009  
MICROFINANCE  
LEADERSHIP SUMMIT™



## BIOGRAPHIES OF PRESENTERS

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

**Erwin A. Alampay**, Associate Professor, National College of Public Administration and Governance, University of the Philippines

Erwin A. Alampay is an Associate Professor at the National College of Public Administration and Governance in the University of the Philippines. He obtained his Doctor of Philosophy (Ph.D) on Development Administration and Management from the University of Manchester. He is currently a Senior Research Fellow with LIRNEAsia, and an Affiliated Researcher with the Open Net Initiative-Asia.

Dr. Alampay edited the book “Living the Information Society in Asia” (ISEAS Press, 2009) and is also Senior Editor for the Electronic Journal of Information Systems in Developing Countries (EJISDC). Most of his research has involved universal access to ICTs and bridging the digital divide in the Philippines. His research interests include e-governance, m-commerce, ICT regulation and management of non-profit organizations.

**Edward Balontong**, President, Konverg Technologies

Edward Balontong is the Founder and President of Konverg Technologies, Inc., a company focused on web technologies serving the SMB market. Prior to setting up Konverg, he was the Chief Operating Officer of Next Mobile (Nextel Phils.), the only IDEN operator in the Philippines and was responsible for launching successful products and services for both the local and international markets.

Ed has been in the forefront of technology and business development with his involvement in the IDEN International Operators Forum and as a member of the Wimax Forum – Technology group. He was also involved in the broadband satellite business, VOIP and mobile applications space in the earlier parts of his career.

Mr. Balontong acquired his MBA units and Bachelor’s Degree in Marketing Management and Psychology from the University of St. La Salle.

**Anna Rose R. Bautista**, VP Operations, Sysgen

With over 19 years Sales and Marketing Experience focused on IT products and services. Currently holds the position of VP for Operations. Responsible for providing leadership and coordination of Sysgen’s Sales, Marketing and Recruitment operations as well as maintaining true alliances and relationship with Sysgen’s Client Partners.

**Lindsay Bealko**, Program Manager of Global Community Affairs, Microsoft

Lindsay Bealko has been active in the field of technology for community development for more than ten years, helping organizations worldwide understand the potential of technology to increase the reach and impact of their community work. She has delivered strategic technology workshops and consulting to thousands of NGO leaders in the US and abroad. As the Program Manager for Global Community Affairs at Microsoft, Lindsay helps manage the company’s software donations program and produce effective educational events for NGOs.

Prior to joining Microsoft, Lindsay spent more than 5 years managing programs for NPower - a US network of nonprofit organizations specializing in technology training and consulting services for other nonprofit organizations. She holds a Bachelor’s of Science in Education from the University of Vermont, with a concentration in Communication Sciences.

2009  
MICROFINANCE  
LEADERSHIP SUMMIT™



**John Bessey**, Managing Director, Microsoft Philippines

John joined Microsoft in 2006 to run its Partner, ERP/CRM, Corporate Accounts and SMB businesses in New Zealand. As part of the New Zealand leadership team, he was involved in helping the NZ business become a very successful subsidiary for Microsoft.

Before joining Microsoft, John held a number of senior positions at one of the largest NZ partners, Gen-i. During his 10 year tenure, John gained background in running every part of this large systems integrator. This experience has given John the confidence to understand how Microsoft can really connect and add value to partner businesses. John's work in Gen-i took saw him work in both Australia and New Zealand and he held senior positions throughout the company.

John holds Bachelor of Arts in Political Science in 1995 from Auckland University and then a Post Graduate Diploma in Business (Marketing) from the Auckland University Business School in 1999.

**Rogelio S. Chua**, Adjunct Faculty of the W. SyCip Graduate School of Business (WSGSB)

Robelio's areas of expertise include marketing and risk management, start-up and lending operations, portfolio analysis and business planning. He has had nearly 30 years of experience in the card banking industry. He was Chief Operating Officer (2002-2006) of the Cetelem Bank, Taipei Branch in Taiwan; President and CEO (1993-2001) of Bankard Inc., Philippines; Cards Marketing Director (1990-1993) and Country Marketing Director (1987-1988) of Citibank Taipei, Taiwan Branch; and Cards Business Head (1988-1990) of Taiwan First Investment and Trust, a Citicorp affiliate. Held in high esteem by his peers in the banking industry, Prof. Chua has also held advisory positions such as Member of the International Advisory Board of the Vlerick Management School of the Catholic University of Leuven (2001-present); Trade and Economic Adviser of Belgium in the Philippines (1998-2002); and Director of the Board of MasterCard in the Asia-Pacific Region (1994-1998).

Prof. Chua holds a Master in Business Administration from the VLG Management School, Catholic University of Leuven in Belgium (1981). He completed his Bachelor of Arts in Economics (Honorable Mention) from the Ateneo de Manila University (1971).

**Professor Ronald T. Chua**, Adjunct Faculty, Asian Institute on Management & Development Director, Microfinance Management Institute

Since 2004, Professor Ronald T. Chua has been the Academic Champion of the Microfinance in MBA Project (MF in MBA), an initiative funded by the Microfinance Management Institute (MFMI). Prof. Chua has been involved in the microfinance sector in various capacities since 1992. Aside from being an academic champion, his roles in the sector have included being a practitioner, a board member, a researcher, a policy and industry advocate, a trainer, workshop facilitator, educator, and consultant.

**Dr. Cecilia del Castillo**, Vice President, Microfinance Council of the Philippines Inc. (MCPI)

Dr. Cecilia del Castillo, is the founder and president of NWF, a pioneering MFI in the Philippines. She is also President and CEO of the Dunganon Bank Inc. (DBI), a microfinance thrift bank in the Visayas region in the Philippines.

## BIOGRAPHIES OF PRESENTERS

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

# MICROFINANCE LEADERSHIP SUMMIT 2009

**Rafael Dindo T. Cruz**, Chief Information Officer, TSPI Development Corporation

Dindo presently serves as the CIO of TSPI Development Corporation and TSPI Mutual Benefit Association. His IT Career spans over 30 years with experience working on different capacities such as CIO for a multi-national garment company, Client Support Manager of the largest local software company in the Philippines, and Consultant and Project Manager for SAP Philippines. Dindo has provided consultancy services for several companies of diverse products and services such as Vinnell Belvoir Corp. General Contractor), OMF Literature (Christian Book Store and Publishing House), Celebrate Life Agriventure Philippines/CLAP, producers of export-grade Cavendish bananas, and even MANO Networking System (shoes and footwear). Outside the technology industry, Dindo serves as the President of the UP Industrial Engineering Alumni Association, Ushering Ministry Head of Christ Commission Fellowship, Pasig and Worship Leader, of Filinvest Community Christian Fellowship, QC.

**Josaias T. Dela Cruz**, Vice President, BPI Globe Bankgo

Josaias "Jody" T. Dela Cruz is the Vice-President in charge of credit and deposits at BPI Globe Bangko, the country's first microfinance-focused bank that will extensively use mobile phone technology in its operations and before that he was the Vice President for Microfinance and for Sustainable Energy Finance at the Bank of the Philippine Islands. Jody has a long history in microfinance. He has served as Executive Director of TSPI Development Corporation, was a Founding Director of the Microfinance Council of the Philippines, the Founding President of Opportunity Microfinance Bank, and a member of the Management Committee of the Chicago-based Opportunity International Network. He has also worked with commercial banks like Citibank, N.A. and PCIBank in the areas of trade finance, corporate banking, consumer lending and credit cards, receiving international awards for global account management. He was former CEO of the Express Savings Bank, a founding director of Air Philippines and a member of the Board of the Chamber of Thrift Banks. Jody graduated from the Ateneo de Manila University with a degree of BS in Business Management and was a Claude Wilson Scholar at the Asian Institute of Management, where he graduated with degree of Masters in Business Management.

**Matt Duncan**, Director – Market Development, Grameen Foundation

Matt joined the Mifos team in early 2008 and leads business planning, strategic relationships and market positioning for Mifos. Previously, he spent eighteen years in the software and consulting industry driving go to market strategies, product offerings, professional services and brand awareness for market leaders such as Oracle Corporation and successful IPO starts-ups such as Pivotal Corporation. Matt was the founder and CEO of Resolute, a management consulting firm focused on customer relationship management and online business operations, which he successfully sold off to a national firm. Matt is an active participant in the Seattle non-profit arena holding a steering committee position with Seeds of Compassion, an initiative to bring His Holiness Dalai Lama to the Northwest. Matt holds a bachelors degree from University of California, Davis and completed graduate studies at University of California, Berkeley.

**Shiela H. Guanzon**, General Manager for Operations, NWTf

Ms. Shiela H. Guanzon is the General Manager for Operations for Negros Women for Tomorrow Foundation, Inc. (NWTf). Shiela started her career in NWTf as IT Manager in 2001. Prior to that, Shiela served as Academic Head of a popular computer school. Shiela holds a bachelor's degree in Computer Science and a master's degree in Business Administration.



## BIOGRAPHIES OF PRESENTERS

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

# MICROFINANCE LEADERSHIP SUMMIT 2009

#### **Nicole Iden, Manager – Technology Readiness, Grameen Foundation**

Nicole joined Grameen Foundation in November 2007, bringing over 9 years of MIS automation, process redesign and project management experience to the team. She leads the Technology Readiness team in planning, marketing, partnership building, team administration and fundraising. Nicole's expertise is crucial in enabling MFIs to successfully invest in a complete technology solution through the development of their IT strategy, business process alignment and return on investment analysis. Prior to joining Grameen Foundation, Nicole was the Manager of Operations at a start-up life insurance company where she established call center operations and the online application process. Previously, she worked at Capital One Financial as a Project Manager and she started her MIS career at Accenture, designing and implementing integrated systems for government clients. Nicole holds a BA in Economics from the College of William & Mary, as well as an MS in the Management of Information Technology from the University of Virginia.

#### **Ronald L. Leoncio, Certified Consultant, CGAP Information System Fund**

Ronald Leoncio, an economist has 14 years experience in microfinance, banking, information system, government policy and research. He served as consultant to different institutions, mostly rural banks, providing guidance in the field of management information system. Prior, he worked as Microfinance Specialist for Catholic Relief Services, providing direction in the implementation of microfinance projects for CRS partners in the Philippines. He also, lectured in economics and statistics at De La Salle University in Manila. He is a certified consultant with the CGAP Information System Fund ([www.isfund.org](http://www.isfund.org)) and a fully certified trainer for UNCDF ([www.uncdf.org](http://www.uncdf.org)) Microfinance Distance Learning Course. He wishes to contribute significantly in the areas of international development, microfinance, research & evaluation, training & development and information technology.

#### **Guillermo M. Luz, Executive Vice President, Ayala Foundation**

Mr. Luz is a leader of the Ayala Foundation which manages projects in education, arts and culture, environment, social development, and entrepreneurship. He was Executive Director of the Makati Business Club from 1987 to 2006, after joining its staff in 1983. While at MBC, he concurrently served as executive director of Philippines-United States Business Council, Philippine-British Business Council, Philippines-France Business Council, Philippines-Singapore Business Council, and Philippines-Malaysia Business Council. As MBC executive director, Mr. Luz participated in the government's E-Commerce Council and was a member of the NEDA Medium Term Development Plan committee. He has served as the private sector representative on the Legislative-Executive Development Advisory Council and the Secretary of Agriculture's Technical Working Group.

He was also Managing Director of the Knowledge Institute (an affiliate of SGV & Co.) from 1999 to 2005. He is currently a member of the Philippine Coffee Board as well as a member of the National Advisory Council of WWF-Philippines. Mr. Luz was the Secretary-General of NAMFREL from 1992 to 2006, overseeing preparations for its Operation Quick Count and pollwatching in the 1992, 1995, 1998, 2001, and 2004 elections.

Mr. Luz graduated from Ateneo de Manila University with a bachelor's degree in social sciences (sociology & political science). He was selected as one of the Ten Outstanding Young Men (TOYM) and an Aquino Fellow for Public Service in 1999. He was conferred the Chino Roces Freedom Award in 2002.



## BIOGRAPHIES OF PRESENTERS

### FUELING GROWTH: STRATEGIC TECHNOLOGY FOR MICROFINANCE

**Noel Mendoza**, Information Technology Officer, CICT - National Computer Center [representing telecentre.org]

Mr. Noel Mendoza is an information technology officer of the CICT - National Computer Center. As head for regional planning, coordination and monitoring, he supervises a team of ICT coordinators in implementing NCC's local e-governance and community eCenter initiatives in Mindanao

Mr. Mendoza is part of the transition team tasked with facilitating the smooth transition of the 5 year telecentre.org social investment program from the International Development Research Centre in Canada to its new home here in the Philippines. The Philippine-hosted telecentre.org Foundation will be implementing the next generation telecentre.org program from 2010-2015.

His involvement in the national Philippine CeC network (PhilCeCNet) included among others, Development of Competency Standards for CeC knowledge workers and support for the conduct of local CeC exchanges and conferences. Noel Mendoza is a Zamboangueno. A loving husband to Jing Mendoza and doting father to Praise and Andrew.

**Mae Rivera – Moreno** - PR and Community Affairs Manager, Microsoft Philippines

Mae Rivera-Moreno is the PR and Community Affairs manager of Microsoft Philippines. She oversees the company's corporate communications programs. Moreno also manages Microsoft's various citizenship programs including the Unlimited Potential program that provides grants to non-profit organizations that focus on skills training for underserved communities, Microsoft's software grants program for NGOs, and Microsoft's employee volunteer program.

In 2004, Moreno was given the Microsoft Circle of Excellence Award for Outstanding Achievement in Marketing, Microsoft's highest-awards program for its employees worldwide. In 2005, Moreno was also named one of the Top Outstanding Young Persons by the Osaka Junior Chamber, Inc. of Japan.

**Manuel C. San Diego**, Director, SB Capital Corporation

Manuel C. San Diego is the Director at SB Capital Corporation, the investment banking arm of Security Bank Corporation. The company provides a wide range of investment banking and financial services aimed at satisfying the diverse financial needs of institutions and individuals and is one of the leading and most active investment houses in the country. In this role, Manuel was instrumental in successfully raising P500 million from the issuance of corporate notes for the Center for Agriculture and Rural Development, Inc. (CARD), the country's largest microfinance institution (MFI). He also participated in a unique microfinance workshop series by Planet Finance and Grameen Foundation. The workshop, entitled "An Investment Banker's Guide to Financing Your MFIs Growth Strategy" sought to provide assistance to MFIs in tapping capital markets to enable them to expand and accelerate their ability to offer assistance to more clients, thereby extending financial and social benefits to reach more economically-challenged families and communities. Prior to joining SB Capital, Manuel worked as Vice President for Citigroup Philippines' Corporate Banking Group and he also held senior officer positions for various financial institutions where he gained his extensive experience in the fields of corporate finance, financial advisory and investment banking included Unicapital, Inc., Transpac Capital Pte. Ltd, Dharmala Capital Investment and Trust Company, Inc. and Bank of the Philippine Islands. Manuel graduated from the University of the Philippines with a Bachelor of Arts degree in Economics. He obtained his Masters degree in Business Administration from the Asian Institute of Management.

2009  
MICROFINANCE  
LEADERSHIP SUMMIT™



**Eric J. Severino** - President, ENCASH

Eric has extensive sales and marketing experience in the fields of IT, telecommunications and switched ATM networks. Over the last 37 years, he has been employed at Burroughs (now Unisys), NCR, Eastern Telecommunications, Digital Telecommunications Phils., Inc., (Digitel) and Oracle. Immediately prior to starting ENCASH, Mr. Severino was a consultant for marketing at BancNet. He has a thorough understanding of ATM technology, infrastructure development and deployment and charging for subscription-and-usage based pricing for services. In the course of his career, he has been exposed to a variety of bank ATM network strategies.

**Marie Valdez** – Technical Program Manager, Grameen Foundation

Marie Valdez is lead consultant, providing technical and advisory services to Grameen Foundation partners in Southeast Asia. Marie is known in her region to make things happen. She has the ability to apply her management skills or be a catalyst to drive projects forward. She also evaluates existing partners and undertakes assessments for programs under consideration for funding/investment. For over 12 years, Marie worked in information systems management and consulting on large-scale application systems development projects as a consultant to different US corporations. She then spent two years as a volunteer, intern, and consultant on Information Technology in the microfinance sector both in developing countries and in US. Marie was born and raised in the Philippines where she completed a BS in Computer Science, Magna Cum Laude.

**Ryan Whitney** – Technical Program Manager, Grameen Foundation

Ryan has a strong background both as a developer and as a technical consultant, having spent time working in South Africa for GeekCorps, in Afghanistan for the Afghan eQuality Alliance, and in Honduras as a dive master. As our implementation manager, his expert focus is on deploying Mifos and enabling successful technology adoption by mentoring MFIs through the deployment process and also by building tools and documentation to make them easier. He is currently based in the Philippines.

