Migration Expert (Transition Expert)

Deadline:
01-12-2026

Contact person:
Jose Manuel Catindig

Office:
Manila, Alabang (SSC), Philippines

Location:
Alabang–Zapote Road, 1780, Muntinlupa

General Overview of the Job:
SGL Manila (Shared Service Center), Inc is seeking a highly driven **Business Process Migration Expert** to manage and lead process migrations, offshoring initiatives, and new service transitions into our Shared Service Center (SSC) in Manila.
This role is responsible for ensuring that all migration projects follow established SSC transition standards while coordinating with global stakeholders to deliver seamless process transfers. The ideal candidate possesses strong project management expertise, operational process knowledge, and experience working within a shared services environment.

Job Duties and Responsibilities:
- Manage offshoring and new service requests to SSC Manila following the organization's standard migration framework.
- Analyze migration and service transition requests and provide recommendations to management regarding approval and implementation.
- Develop transition plans, project documentation, timelines, scopes, and requirements.
- Support department leaders in workforce planning activities related to migration projects.
- Plan and coordinate knowledge transfer activities between stakeholders and SSC teams.
- Facilitate workshops and transition meetings for project participants and impacted teams.
- Identify migration-related risks, issues, and challenges while driving effective solutions.
- Create, validate, and maintain work instructions together with clients and subject matter experts.
- Monitor migration progress and provide regular project updates to stakeholders.
- Develop Service Level Agreements (SLAs) and facilitate sign-off processes.

Minimum Qualifications:

Education
- Bachelor's Degree in any field.

Experience
- Minimum of **5 years of experience in a Shared Service Center environment**.
- Proven experience managing process migrations, transitions, or offshoring initiatives.

Technical & Functional Skills
- Strong knowledge of Project Management methodologies and tools.
- Expertise in operational business processes.
- Basic knowledge of Process Planning and Process Design.
- Advanced proficiency in Microsoft Office applications (Excel, PowerPoint, Word, Visio, etc.).