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Ms. Mortell is a graduate of Bachelor of Science in Education major in English at the University of the Philippines, Diliman, Quezon City in 1975.

Prior to joining Postbank in 2013 to head the Remedial and Asset Management Department, Ms. Mortell has over 27 years of vast experience in accounts management and lending operations which began in 1986 where she held positions as an Account Officer, Special Accounts Management Group at Metropolitan Bank and Trust Co., as Sales Counselor at Pacific Plans, Inc., as Remedial Collection Officer at Asiatruster Bank & Trust Company, and as Consultant, Remedial Group at Asia United Bank.