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| Riza.335418@2freemail.com ObjectiveTo have international cultural exposure, to be proud and be part of your company. Willing to help, evolve and share my knowledge and skills to the best way that I can.qualifications•Microsoft Office Proficiency•Advance learnings in Salesforce•Advance learnings in Engaging Network•9years of experience in international non-government organization.•Proficient in English both verbal and written.•Solid managerial, administrative experience.•Very good customer relation ability with pleasing personality.•Ability to think strategically and objectively.•Good sense of responsibility and maintain trust and respect. |

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| Riza  |

experiencedata encoder • hrd (s) pte,ltd PHILIPPINEs • july to december 2006Encode 3D designed Japanese houses using CAD Software, maximum of 2 houses in a day.supporter care and database assistant• greenpeace sea –PHILIPPiNEs - environmental trust inc• 16th august 2007 to 23rd december 2016Scope and Responsibilities:Telefundraising• Manually encode TFR results/call report into Salesforce• Manually update records of supporters on Salesforce• Responding to TM Agency supporter data queries • Generate confirmation letters and coordinate/schedule their mail out• Perform Outbound Maintenance TFR (RTS, Scheduled Callbacks, CC Expiry)Retention • Generate list for birthday cards & coordinate with PEET for volunteer request (monthly)• Coordinate/schedule mail out of birthday cards• Respond to inbound supporter phone call/email inquiries, and respond according to their requests • Process Supporter cancellations and Saving• Generate banking files, edit manually if necessary, transmit bank direct debit requests, retrieve debit feedback, encode manually to Salesforce• Process refunds, if any• Saleforce Troubleshooting (i.e. double debits and other irregularities arrising from Salesforce issues)Supporter Care• Prepare monthly income receipts for tax declaration to the Bureau of Internal Revenue by Finance• Fill the reports, monitoring the results vs ODP targets (Monthly Debit Tracking, FR Income, Supporter Consolidation, Monthly Debit Results) • Deliver debit requests, pick up results and Passbook updating • Monthly petty cash request, monitoring and reconciliation.Others Assist in the planning of supporter events/program events with supporter engagementInvitation of donors (calling, sms and follow ups)On the day setup and tasks (ingress/egress, registration, etc.) Event/activity evaluationEducation1991- 1997 - Bagong Barrio Elementary School1997- 2001 -Bagong Barrio National High School2001- 2006 - Adamson University Bachelor of Science in Computer SciencesEMINARS/TRAININGSCareer Development - March 17, 2006Ventures for Fundraising - April 10, 2008Unit 2801 Jollibee Plaza Bldg. Emerald Ave., Ortigas Center Pasig-PhilippinesFundraising Training on Donors ManagementGlobal Management Initiative – 13th and 14th September 2010Training Seminar and Workshop – Philippines (project management concepts, tools and processes)On Job Training:Philippine National Bank Unit: New Accounts (April to May 2004)Tasks:Opening of new accounts, secure all necessary documents, process deposit amount upon opening account.  |
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