

Contact HR Consultant for CV No: 340232

E-mail: response@gulfjobseekers.com

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

**CAREER SUMMARY:**

Over nine (9) years of diversified phases of administrative operations, well-mannered customer service satisfaction experienced gained from fast growing contracting company in the Philippines.

With commendable track record on logistics implementation, service management and projects monitoring.

Highly competent on executive management level of operational and program planning.

Possesses with strong leadership and proficient to communicate to all levels in the organization. Results oriented to meet or exceed goals, detail-oriented, accurate, with an uncompromising work ethics and fully dependable.

***With Honors and DOST Scholar.***

**SUMMARY OF EXPERIENCE**

**TOTAL QUALITY MACHINES INC.**

**Service Admin Operations Head**

**February 25, 2011 – December 30, 2016**

**Essential Roles and Responsibilities:**

* Provides necessary leadership to make sure personnel safety and ensure that customer service is a top priority in all aspects.
* Oversee the planning, implementation, execution and evaluation of projects.
* Develop and update procedures, policies, and standards and recommends to management measures to continually improve service operations.
* Consult with the management and key personnel to resolve problems in areas such as personnel performance, output quality, and work schedules.
* Discuss job performance problems with employees in order to identify causes and issues, and to work on resolving problems.
* Supervise all service personnel to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
* Provide employees with guidance in handling difficult or complex problems, and in resolving escalated complaints or disputes.

**E-BUSINESSLINK SOLUTIONS INC.**

**Admin & Technical Operations Officer**

**June 5, 2007 – December 30, 2010**

**Essential Roles and Responsibilities:**

* Prepares and assigns daily schedule of job orders in the shop and assigns them to technicians giving them the corresponding target dates of completion as committed to clients, provides directions/instructions and ensures that assigned tasks are completed.
* Evaluates and monitors the performance of technical and admin personnel and recommends rewards and commendations to those deserving, initiates disciplinary action for erring, uncooperative and unsupportive personnel.
* Recommends to management measures to continually improve shop operation, also evaluates and develops administrative or operational policies and procedures to management, ensuring that approved office policies, practices and procedures are understood and followed.
* Participates in budget preparation and Supports all marketing and business development efforts.

**EDUCATIONAL ATTAINMENT**

**DIPLOMA OF TECHNOLOGY *Major in* COMPUTER TECHNOLOGY**

**Mariano Marcos State University**

Laoag City, Ilocos Norte, Philippines

Year Attended: 2003 – 2006

***Graduated WITH HONORS***

***Department Of Science and Technology (DOST) Scholar***

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|  | **PERSONAL INFORMATION** |
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| **Age** | **:** 30 y/o |
| **Date of Birth** | **:** October 23, 1986 |
| **Height /Weight** | **:** 152cm / 130lbs |
| **Nationality** | **:** Filipino |
| **Marital Status** | **:** Single |
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|  | **CHARACTER REFERENCES** |

**Available upon request**