**Rachel**

[**Rachel.367381@2freemail.com**](mailto:Rachel.367381@2freemail.com)

**MAIN OBJECTIVE**

To work in a competent company that provides innovation through the help of advance technology.

**AREAS OF EXPERTISE**

* **Systems Specialist/Analyst** - Create test cases, analyzes systems workflow and support, monitor and maintain the system before and after project deployment.
* **Web Developer / Maintenance** – Develops, monitors and maintains a web site. Making sure that the result of every page, tabs and interface is aligned to the test cases provided.
* **CSR (Customer Service Representative)** – Handles customer’s concerns from various states of United States of America. Assist with billing concerns, technical problems and offer sales.
* **Online English Tutor** – Teaching English to foreign students with other language specifically in reading and pronunciation
* **Events and Project Coordinator** – Meet with clients to **work** out **event** details, plan with the client and their team, scout and book locations, food, entertainment, staff and cleanup. Also, analyze and organize for presentation.
* **Virtual Assistant** - Provides [professional](https://en.wikipedia.org/wiki/Professional#Work) administrative, technical, and creative (social) assistance to clients through online.

**WORKING EXPERIENCE AND RESPONSIBILITIES**

**Systems / Data Analyst**

JG Summit Holdings Inc.

February 2016 – March 2017

* Document and analyze the workflow of the system with thorough investigation, surveys and test cases. Regularly report to the client regarding the developing system and persistently update through email all the participants of the project for successful deployment. Also, validates data and ensure that the convention is in proper programming language as part of the monitoring and project maintenance.

**HR Assistant / Logistics**

Phlpost

October 2014 – December 2015

* Sort and update the recorded personnel file of every employee to check and update the monthly rooster. Also, ensures that the workforce is sustainable for every required task and make sure to cater every employee’s needs, questions and request.

**Customer Service Representative**

Convergys Inc.

November 2008 – November 2010

* Support and assist customer with their request and questions with quality assurance and customer satisfaction. Provide a better service and offer a better option to gain sales.

**English Tutor for Koreans**

Megatalking Inc.

December 2010 – June 2013

* Teaches Koreans the English language with proper grammar, word usage and pronunciation. Evaluates the student’s ability to speak the language and apply the correct teaching strategy, lesson and methodology.

**SOFT SKILLS**

**Leadership**

**Decision Making**

**Self-Motivated**

**Communication**

**Time Management**

**PROJECT LEAD**

**READ Retail Dictionary (Intranet)**

Robinsons Retail Holdings Inc.

Project Leader

* Internal website serves as the bulletin and appointment request for internal employees. This is where you can check all the updates and announcement from the board.

**Supplier Portal Analysis**

Robinsons Retail Holdings Inc.

Systems Analyst for Handyman and True Value

* Analyze a business process that that will support the supplier (concessionaire and outright) for the total item delivered and making sure that the data is always accurate for the total number of purchased and paid product.

**Visitor Management System (VMS)**

SEAFDEC AQUACULTURE

Systems Analyst/ Project Leader

* Tracks and records the activity of the guest inside the vicinity of the institution using (NFC) Near Field Communication device. SEAFDEC is a large area where there is local tourist site and for learning.

**Typhoon Haiyan Charity Event**

Event Organizer/Coordinator

* Collects donations and locate the area on where the event to be held. Follow-up the sponsors and update all the participants of the event for their designated task.

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Information System**

Central Philippine University, Philippines

**TESOL (Teaching English to Speakers of Other Languages)**

West Visayas State University, Philippines

**BS Civil Engineering (72 units)**

University of San Agustin

**OTHER SKILLS**

* Basic programming language such as query, delete and update using SQL visual studio.
* Analytical and organizational skills. Able to create a project plan and test cases for a successful system deployment.
* Highly Proficient in Microsoft Office Applications, software installation, adept in using search tools, browsers and email feature.
* Research, investigation, data validation and data mining using DFD.
* Excellent in Email correspondence and follow up.
* Manages multiple tasks and lead a project.