**Maria.372624@2freemail.com**

**CAREER OBJECTIVE**

Shift Supervisor 3 years of experience working directly for monitoring of Plant Operation ,Quality Assurance Department, Worked with employees under my supervision, excellent in interpersonal

and communication skills.

Worked as a Senior Laboratory Analyst in Quality Control Department for 12 years and

Laboratory Technician in Technical Services Department for 13 years.

**SUMMARY OF QUALIFICATIONS**

Shift Supervisor Detail Oriented & Organized

Laboratory Analyst / Laboratory Technician Customer Service Representative

**PROFESSIONAL EXPERIENCE**

**Shift Supervisor, 2011-2014 Quality Assurance, Philippine Phosphate Fertilizer Corp.,Phils.**

* Monitor Plant Operation during my shift
* Contact / Follow up any upcoming vessels for loading & unloading of Raw Materials

and finished products.

* Visit Storage Area to check the finished products on pile, make necessary estimate

In order to make sure that product on pile are sufficient for the next shipment.

* Make reports and changes on Storage profile how it look in the storage area when

checked and make necessary changes on the quantity in MT during the eye ball

of the finished products on pile.

* Relay analysis result to different plant operation for them to make any necessary

adjustment if needed

* Coordinate with other Shift Supervisors on duty in the plant
* Contact Maintenance Department for Instruments repair.
* Log- in all the necessary information in the log book before the shift end and prepare

all the reports to be submitted to the Manager of QA.

* Endorsed all unfinished analysis to the next shift
* Housekeeping done 30 minutes before shift end.

Senior Laboratory Analyst, 1999-2011

* Assigned at Quality Assurance Department
* Analyzed different kind of samples coming from the plant operation
* Analyzed raw materials for certification
* Relay analysis results to process operation for monitoring and adjustment
* Follow Standard Operating Procedures
* Report to QA Supervisor
* Turn over unfinished analysis to the next shift.
* Do housekeeping before shift ends.

**Customer Service Representative, 2015-2017 BPO/ Call Center**

* Report to Team Leader
* Assist customers on their concern during the call
* Make sure that customers were satisfied on the services
* Was assigned on different account such as Financial account on Capital

One Credit card as Fraud Specialist.

* Handle Inbound & Outbound Calls
* Also handle on Western Union account that is customers concern to

 send, received money from sender and refund.

* Another account on FitcrewUSA account wherein customer call for their

bills on deduction they have due to their online shopping purchase on

the product which is an energy supplements. Customer asking for refund,

cancellation on the subscription.

* Customer call to verify about the product, explain to customer how the product works in our body, the significance and the nutrients the product

 contents.

**EDUCATION**

**Divine Word University, Tacloban City,Phils.**

Bachelor of Science in Chemical Engineering

**ADDITIONAL SKILLS/TRAINING**

Microsoft Office and Excel

Speak English

Customer Service / Management