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|  | Objective  To continue my career that will utilize my management skills in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.  Education  Bachelor of Arts in Economics (March 2001 )   * Xavier University-Ateneo de Cagayan * Average QPI of 3.08 * Chief Commissioner, Commission on Students Rights and Welfare, Central Student Government SY 2000-01 * Member, Ad hoc committee, Final Draft of the Magna Carta for Students Rights and Welfare, Xavier University-Ateneo de Cagayan, SY 2000-01 * Author, First Draft of the Magna Carta for Students Rights and Welfare, Xavier University-Ateneo de Cagayan, SY 2000-01 * Public Relations Officer, Economics Society, SY 2000-01 * Auditor, Rotaract Club of XU South, SY 2000-01   Master’s in Public Administration, Graduate School (May 2007 )   * Misamis University * Incomplete (36 units only) * Completed the Academic Requirements only   Bachelor of Laws, College of Law (June 2002 )   * MSU Marawi Extension School * Incomplete (52 units only)   Work Experience  **Operations Supervisor** (11 July 2015 – Present)  Wared Logistics 3PL (Jeddah, Saudi Arabia)   1. Currently assigned in Riyadh Branch. Heads the Supervision and management of all Distribution Centers of the Branch. Covering 10 DC’s of frozen, chilled, ambient and dry warehouses. With a total of at least 44,000 pallet positions, 60-80 operational staff and employees. 2. Supervise and manage the Burberry London warehouse operations for the Kingdom wide distribution. Ensuring that all requests from stores are immediately addressed upon and shipment process will be made at the earliest. Ensuring a 100% inventory accuracy of all the stocks stored in the warehouse. 3. Oversee the McDonald’s distribution operations for the Riyadh and Dammam regions by ensuring that the cost effective measures are properly implemented without compromising the quality and timely distribution of goods to all 120 stores. 4. Oversee the strategic role and deal with proper planning, coordinating, administration and general management issues, which include the day-to-day supervision of staff and supervising work organized by warehouse-in-charge in their respective facilities. 5. Supervise and Oversee all the Distribution Centers and external warehouses by ensuring that the operations are conducted at the highest levels of standards for the warehousing and Distribution. To make sure for the efficient receipt, storage and dispatch of the clients products.    1. Planning, coordinating and monitoring of all activities like the receipt, tallying, quality check, storage and stock management, movement of goods in and out of the warehouses.    2. Delegate the tasks to all warehouse-in-charge and ensure quality output from them.    3. Conduct weekly operational meetings for updates and solutions to issues and concerns per Distribution Centers. 6. To effectively lead all warehouse in-charge monitors and maximize the capacity utilization of their respective facility thereby continuously achieving the increasing targeted sales quota of the Branch for a straight 19 months and counting.    1. Closely monitor the movement of stocks through Warehouse Management System (WMS).    2. Monitor and report on inventory levels of all Distribution centers and extension warehouses and work closely with the planning department.    3. Controls inventory level by conducting physical count, reconciling physical count data against system generated reports from WMS.    4. Maintain an updated stock reports and submit to all clients through WMS on a daily basis.    5. Submit the updated Space Utilization and Efficiency reports to the management on a weekly basis for all Distribution Centers and External warehouses. 7. To manage all personnel processes and systems to ensure productivity objectives are met.    1. Performs the duties of an HR coordinator for the Branch.    2. Manage Sick Leave / Absence Management    3. Management of the HR Time and Attendance System of the Branch and planning of employee annual vacation.    4. Facilitate and effectively monitor the Overtime rendered by maintaining it at 30% of their gross total hours rendered per employee of the Branch.    5. Ensuring compliance with relevant statutory legislation and HR best practice    6. Supporting employees on all human resource issues or queries they may have and facilitating actions to resolve these in a timely manner.    7. Performs the duties as General Services administrator for all company vehicles    8. and maintenance of records and systems as required. 8. Ensure the proper flow of products from offloading to put away of pallets without compromising the level of quality and standards for both workers and clients products. 9. To strictly implement and maintain the standards of health and safety, hygiene and security in the work environment. Ensuring that stocks such as chemicals and food are stored safely and separately in accordance to standards as prescribe bay law.    1. Safeguards warehouse operations and contents by establishing security procedures and protocols. 10. Oversee the maintenance on the physical conditions of all Distribution Centers, inspecting all Material Handling Equipment, issuing work orders for repairs and requisitions for replacement. 11. Contributes to team effort by accomplishing related results as needed.   **Marketing and Operations Manager** (30 January 2014 – 30 June 2015 )  E&K Enterprise, Inc. (Iligan City, Lanao del Norte, Philippines)   1. Brand Management  * Ensure the company’s brand and related messaging is accurately promoted and communicated internally and externally. To co-ordinate with external users on the production of print and digital communication materials, ensuring that house branding guidelines are adhered to at all times. * Work closely with CEO to determine market potential and distribution plan. Prepare, propose and participate in retail network evolution plan based on sales trend, performance and retail projects to CEO and corporate relevant team to achieve Fiscal year plan. * Responsible for overseeing the creation and adoption of integrated marketing programs. This includes customized strategies for all clients and prospected clients. * To oversee all the works of branding designs to develop the company’s brochures (both print and electronic) and requests for proposals. This entails the editing, collation and timely dissemination of such materials. * Take in charge of new store openings, store relocation and closures projects. * Overall responsibility for brand management and corporate identity.  1. Public Relations and Marketing Initiatives  * Management of the firm’s social media outlets, including updating the company’s Facebook and other Social media accounts. Responsible for the creation of content in order to keep these outlets fresh and forward thinking. To coordinate the relationship between the firm and its social media news distribution service to ensure the firm’s news is effectively distributed to their audience. * Planning and implementing promotional campaigns. * Monitor and report the effectiveness of marketing communications and performance of marketing programs. Provide an analysis to guide current and new strategies. It is imperative in establishing solid goals, analyzing real-time results, Execute marketing campaigns and analyze performance that leverage behavioral interest.  1. Lead generation and Sales Enablement  * Create effective, compelling positioning, messaging, and sales tools that are understood and used. * Testing and optimizing a range of lead generation strategies to drive growth and ensure continued success. * Working closely with sales teams to ensure sales pipeline requirements are being met. * Create sales-ready tools, including market-facing presentation content to be used by Sales to highlight benefits of our services to our clients * Optimization of marketing assets, to deliver success through the highest possible conversion techniques and ensure that accurate tracking where appropriate is in place.  1. Project Management  * Responsible for all aspects of projects, including: meeting deadlines, time management, contingency planning, approval channels and procedures, budgeting, campaign analysis, and tracking / monitoring procedures * Establish and articulate project scope, strategy and objectives to internal clients, production team and key leadership * Manage creative production of online and offline marketing assets, graphic design, video production and web development, from the initial concept to finished product and execution.  1. Logistics, Warehouse Management and Operations  * Plan vehicle routes and ensure that the right products are delivered at the right time to the retailers and consumers. * Strategically plan and manage logistics, warehouse, transportation and customer service in the inventory team * Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency. * Meet cost, productivity, accuracy and timeliness targets * Maintain metrics and analyze data to assess performance and implement improvements * Working proactively with various departments to realize efficiencies and manage expectations * Oversee the safe receipt, storage, retrieval and timely dispatch of goods. They ensure workplace health and safety requirements are met and take responsibility for the security of the building and stock. * Plan the arrangement of goods within the warehouse and organize special requirements for certain stock, such as chilled goods or fragile products. * Manage teams of workers and deal with personnel issues such as the recruitment, training and discipline of staff.   **Area Manager** (20 August 2012 – 15 January 2014 )  Activation Machine, Inc. (Cagayan de Oro City, Philippines)   1. Drive Sales and Gross Margin Growth  * Develop and implement financial target according to Fiscal Retail Sales, Net Sales and Net Operation Profits targets and allocate the target to each region. * Lead and direct the development of department level sales goals and action plans for store teams directly tied into measurable results and timely and consistent execution. * Meet cost, productivity and accuracy and achieve targeted sales quota of the region assigned. * Responsible to ensure that all associates are current and up to date with product knowledge, product use, and related product market basket application through a commitment to formalized training and development within prescribed time lines and standards.  1. Customer Engagement  * Ensure that all store associates greet, engage, demonstrate, inspire, and manage the floor and customer flow towards an outstanding in store customer experience. * Set high expectations for excellent customer service and hold the management team accountable to the measurable results associated. * Customer engagement must be a point of differentiation aimed at quality, ideas, * acknowledgment and inspiration, which leads to an emotional and loyal brand/customer attachment.  1. Project Management  * Total management of the project per region. * Project monitoring and report consolidation per region. * Area clustering and mapping for the sales and distribution of FMCG items. * Identify and develop appropriate management actions to rectify any adverse performance.  1. Merchandise Presentation  * The store merchandising environment must be a point of differentiation aimed at getting a customer excited about the uniqueness of the offering, the possibilities that may exist, bringing product to life, inspiring a recipe of need, leading to a WOW marketing benefit. * Consistently implement the company visual presentation and merchandising standards to guidance, inclusive of product presentation, sampling, signing, and lighting. Our windows must represent a great first impression with clear, creative messages related to the brand offering. * Ensure stores are “closing to open” and that throughout the day, clear and defined associate floor zoning and management occurs to maintain visual/merchandising standards, coupled with an outstanding customer engagement culture.  1. Manage Store Inventory/Operations  * Ensure that each store associate is trained and compliant with all basic inventory management/movement/receiving processes. Consistently execute quality inventory practices with receiving, restocking, transfers, and managing inventory discrepancies. * Inspect and take action on out of stocks and negative SKU reporting. * Manage store receiving consistently across all store teams. * Conduct training/inspection audits quarterly in each store.  1. Communication  * Responsible to consistently and effectively communicate the company objectives to all store management teams through organized and scheduled conference calls and email communication. * Establish a process to ensure that stores have accountability to expectations on a consistent and timely basis.   Terminal Operations Officer (27 March 2010 – 31 May 2012 )  Philippine Ports Authority (Cagayan de Oro City, Philippines)   1. Supervise, manage and plan the Daily operations of the port. 2. Responsible for the primary enforcement of security in port and while the vessel is underway; the safety and satisfaction of passengers while in port and while underway. 3. Maintaining the passenger terminal and all its surroundings in a safe and clean manner. 4. Responsible to instill an atmosphere with passengers that the port and all its amenities in the passenger terminal is a pleasure, not just a need. To that end every port employee is responsible for overall passenger safety and satisfaction. All necessary steps must be taken to correct conditions or to report conditions that could endanger passenger safety or satisfaction in any manner both on and off the port. This includes vessels, vehicles, access ramps, offices, terminals and terminal grounds. 5. Assist the Terminal Manager in all aspects of terminal operations and management, including facility maintenance and repair and implementation of mandated security regulations 6. Monitor the loading and discharging of cargoes (bulk, break-bulk, loose and rolling cargoes), containers. 7. Cargo documentation and verification. 8. In-charge of the Entrance and Clearance of vessels docking at the port. 9. Act as Harbor Operations Officer which provides berthing allocations to vessel docking at the port. 10. Troubleshoot operational and personnel challenges with the support of the Manager. 11. Manage, train, supervise and deploy all field staff to their respective areas of assignment. 12. Maintain sound relationship with key stakeholders, the port community and establishes appropriate venue for collaboration; 13. Perform task and duties that may be designated by the Manager.   **Collection Representative A** (08 October 2008 – 26 March 2010 )  Philippine Ports Authority (Cagayan de Oro City, Philippines)   1. Collects Port dues and fees. 2. Prepares bill of charges for vessels and other port charges. 3. Submit daily report of collections form various fees and transactions of the port. 4. Submit monthly report for the total revenue collected which includes foreign and domestic vessels docking at the port. 5. Provide relevant data needed to support the collection revenue to be submitted to Head Office.   **Acting Collection Representative B** (01 July 2005 - 07 October 2008)  Philippine Ports Authority (Iligan City, Philippines)   1. Collects port charges and other port dues to vessels docking at the port. 2. In-charge of the entrance and clearance of vessels 3. Responsible for the primary enforcement of security in port and the safety and satisfaction of passengers while at the port. 4. Maintaining the passenger terminal and all its surroundings in a safe and clean manner. 5. Responsible to instill an atmosphere with passengers that the port and all its amenities in the passenger terminal is a pleasure, not just a need. To that end, every port employee is responsible for overall passenger safety and satisfaction. All necessary steps must be taken to correct conditions or to report conditions that could endanger passenger safety or satisfaction in any manner both on and off the port. This includes vessels, vehicles, access ramps, offices, terminals and terminal grounds. 6. Plan and coordinate the large-scale movement of seaport passengers through a multiple passenger terminal complex. Ability to recognize facility maintenance problems, including the ability to repair minor problems. 7. Supervise, manage and plan the daily operations of the port. The loading and discharging of rolling cargoes, bulk cargoes, break bulk cargoes, loose cargoes and containerized cargoes. Stripping and stuffing of cargoes. 8. Perform task and duties of a port statistician. Prepares all daily, weekly, and monthly statistical reports. 9. Maintain sound relationship with key stakeholders, the port community and establishes appropriate venue for collaboration; 10. Perform task and duties that may be designated by the Manager.   **Acting Port Statistician** (01 July 2004 - 30 June 2005)  Philippine Ports Authority (Iligan City, Philippines)   1. Perform task and duties of a port statistician. 2. Prepares all weekly, monthly, and monthly statistical reports on all private ports. 3. Performs all statistical duties in order to provide an efficient operational and technical service to the division.   **Clerk Processor/Executive Secretary** (04 February 2004 - 30 June 2004)  Philippine Ports Authority (Iligan City, Philippines)   1. Perform clerical duties of the Office covering typing of correspondence, reports, notes, statements, sending and receiving fax and email, receiving and registering official mail, retrieving and copying of documents. 2. To see to it that the correct operational and administrative/material management procedures are being followed in day to day running of the Division. 3. To provide comprehensive secretarial services to the Port Manager.   **Loans Assistant** (13 November 2002 - 31 January 2004)  South Bank, Inc. (Cagayan de Oro City, Philippines)   1. Oversee and supervise the day to day Operation of the Microfinance project. 2. Co-lead the program supervisor in conducting community orientation to targeted areas. 3. Assist the program Supervisor in developing various modules or training designs for Compulsory Center Training. 4. Conduct the 7 days Compulsory Center Training. 5. Identify training needs of the Center as well as the CDA's. 6. Actively participate in the collection of past due accounts that have not been resolved through initial loan procedures followed by the Community development Assistant. 7. Check and evaluate loan Application of Center members. 8. Conduct Loan Proposal Defense. If approved, prepare credit offering, disbursement voucher, credit memo, and Loan contract. 9. In-charge of the marketing, evaluation, and processing of Salary Loan Application. 10. Assist the Program Supervisor in monitoring and collection of Salary Loan Portfolio.   **Clerk/Data Entry/Legal Researcher** (15 April 2001 - 03 September 2002)  Opay Law Firm (Tubod, Lanao del Norte, Philippines)   1. Perform clerical duties of the Office from typing of pleadings, notarial documents and other affidavits. 2. Conduct legal research of cases as designated by our lawyers. 3. Keep a record of all schedule hearings and client meetings and keep them updated from time to time. 4. Answer telephone calls and sending fax and email of the office.   Seminars and Trainings   1. **Level I Award – Food Safety (Basic Food Hygiene)**   Effective Performance Integral Consultancy (EPIC)  16 September 2016  Riyadh, Saudi Arabia   1. **Basic Fire Fighting**   Wared Logistics  18 April 2016  Riyadh, Saudi Arabia   1. **National Safety Council –Safety Driving Course**   Zahid Learning Center  30 May 2016  Jeddah, Saudi Arabia   1. **National Safety Council- First Aid Course**   **National Safety Council- CPR Course**  Zahid Learning Center  12 September 2015  Jeddah, Kingdom of Saudi Arabia   1. **National ICT Roadshow 2nd Edition**   DOST-ICT and DTI  24-25 October 2013  Cagayan de Oro City, Philippines   1. **Call center Agent NC II**   Philippine Call center Institute  19 August 2013 – 24 August 2013  Cagayan de Oro City, Philippines   1. **ISO 9001:2008**   Philippine Ports Authority  20 April 2011  Cagayan de Oro City, Philippines   1. **GAD Awareness CUM Teambuilding**   Philippine Ports Authority  18-19 September 2009  Davao City   1. **Port Operation And Management System**   Philippine Ports Authority and UNISYS  18-26 November 2004  Davao City   1. **Loans Assistant Training**   South Bank, Inc.  22 October – 12 November 2002  Cagayan de Oro City  Skills   * A proven track record of strong performance in driving performance and key field operations, metrics, coupled with successful and consistent organizational development history. * A good working knowledge of marketing principles, particularly to support the building and promotion of a brand. * Very Satisfactory in written and oral communication  1. Reporting Skills  * Very satisfactory in Operations Planning and Management skills  1. Management Skills 2. Inventory Accuracy Management  * Demonstrable ability to motivate self and staff across the organization and secure the co-operation and involvement of key internal and external stakeholders. * Performance driven with initiative to assess complex situations and make decisions quickly and effectively and deliver excellent customer service. * Outstanding leadership skills. Inspiring interpersonal effectiveness to lead team, train talent and effect change. Willing and able to be a “doer” and “influencer”. Being accurate and having high attention to details * Excellent in interpersonal and organization skills * Very satisfactory in Microsoft Applications (Word, Excel and Power point) * Proficient in Warehouse Management System (WMS) |
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