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Profile

A self-starter Junior Ruby on Rails Web Developer and a self-proclaimed plantsman. Versatile skill set with 5 years work experience in customer service, sales, communication and management. Entry level knowledge in HTML, CSS, Ruby, Ruby on Rails and Javascript.

Experience

Import, Export and Documentation Officer, **Extreme Sea-Air Logistics Services, Inc.** – 2017-2018

The position demanded attentiveness, mastery of the processes and excellent oral and written communication skills.

Achievements and Contributions:

1. **Customer Service** - Made sure that all updates including departure, arrival, processing, documentation and delivery of the shipments are relayed to all concerned parties. Responded to all enquires from clients, brokers and international agents and provided support and guidance as required.

2. **Documentation** - Made sure that all company transactions are recorded on their specific job orders and that all documents are without errors before forwarding to the partner brokers and the Philippine Customs.

3. **Administration** - Made constant communication with international agents as the initial and final point of contact. Supervised 2 colleagues to make sure the operations is seamless. Became a key role within the 2nd month and mastered the entire business processes within the 4th month.

4. **Training** - Left the company with a 12 pages handout to make sure that the processes made and learned are left intact and to facilitate a seamless transition in case of termination or resignation of an employee. Volunteered and passed the Civil Aeronautics Board Exam for the company to be allowed Importation by Air.

5. **Devotion** - Worked even on Holidays and weekends as the need arises. Made a whole month without break just to make sure shipments are correctly manifested and monitored.

Operations Manager, Cazel Commercial – 2013-2017
Worked my way from the ground up. The position demanded high level of interpersonal skills with people and customer centric mindset.

Achievements and Contributions:

1. **Logistics** - Requested all delivery schedules to depart from the warehouse before 6 am to reduce the stress suffered by helpers and drivers due to traffic. Requested to have Saturdays as an on-call for deliveries to reduce backlogs and cater to clients with immediate requirements.

2. **Marketing** - Learned PhotoShop CS 6 within a week and submitted layouts for an upgraded product labels and company logo. Set up Alibaba, OLX and Facebook Page to improve client acquisition and increase company awareness.

3. **Accounting** - Devised a plan and made an excel file to make reporting easy and manageable even for non-accountants.

4. **Formulation and Pricing** - Made several adjustments to pricing to cushion the effects of increased cost in raw materials and limit its effect to clients. Made new formulation based on knowledge acquired through training and research.

5. **Sales** - Became the first and last contact of clients for their orders and feedbacks. Devised several plans for client acquisition and retention. Made the company attend several bazaars to increase sales and company awareness.

6. **Operations** - Made impactful changes in the organisation to make sure that clients think of us as one entity. Made sure that all concerns are resolved on first contact without the need to point fingers at anyone or to transfer concerns to their respective departments. Imposed "First Call Resolution" and "Zero Waste" models.

7. **Employee Satisfaction** - Made sure that all employee concerns are addressed as soon as they arise. Made monthly meetings to get feedback and possible improvements from an employee's stand point.

Education	**Adamson University** – B.S. Chemistry, 2010 - 2013 (Undergraduate) **Philippine Normal University** – BSEd - English, 2007 - 2009 (Undergraduate)
Skills	I love asking questions and taking down notes. I'm an active listener with emphasis on interpersonal communication. I have entry level knowledge on HTML, CSS, Ruby, Ruby on Rails and Javascript. I also love puzzles and I work my way on solving problems efficiently. I'm reliable, flexible with regards to schedule, patient and I have the ability to teach and mentor. I excel at being a leader and I delegate tasks to fit a person's skill and attitude. I can research a topic with little supervision and I can work with or without a team. I'm focused, ambitious and results oriented.
References	**Dane Patrick S. Penas**, Documentation Officer - +63 933 824 8561 **Melmar Jay A. Biboso**, Import Officer (Licence Customs Broker) - +63 936 769 2575