

# CHELSIA MARIE C. BAÑEZ



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Sto. Niño, Marikina City

## SUMMARY

An IT professional with a background in web content development, digital marketing, and customer support. Currently a Project International Mobility Systems Advisor at Shell, displaying leadership and operational skills, and eager to contribute in a well-driven company that can assist me develop my knowledge and talents.

## EDUCATION

### Emilio Aguinaldo College – Manila

Paco, Manila

Bachelor's Degree in Information Technology

2019 – 2023

#### Achievements

Best Presenter – 2nd Place (Student Category; Computing, Automation, Engineering and Technology Cluster) in 3rd EACC International Multidisciplinary Research Conference.

#### Extracurricular Activities

EAC Taekwondo Varsity Team (Former Captain)

Student Council Treasurer in SET Department

### De La Salle – College of Saint Benilde

Malate, Metro Manila

Consular & Diplomatic Affairs

2018

### De La Salle Araneta University

Malabon, Metro Manila

SHS – ABM Strand

2016 – 2018

### Espiritu Santo Parochial School

Sta. Cruz, Manila

High School Diploma

2011 – 2016

### Springhill Catholic Primary School

Milton Rd, Southampton SO15 2HW, UK

2004 – 2010

## PROFESSIONAL EXPERIENCE

### Project International Mobility Systems Advisor

#### Shell Philippines | July 22, 2024 – Present

- Manage transfer as a project by holding accountability for and coordinating all transfer activities as per the process & policy.
- Provide policy advice or/and clarify policy-related questions from the employee and the relocation advisor (and other parties, if necessary, e.g. line managers, business HR).
- Focus on high-quality customer service in each aspect of the transfer process by applying Exceptional Employee Excellence standards.
- Cooperate closely with our vendors in making sure all applicable relocation services are delivered in a timely manner.
- Coordinate the communication & tasks of all relevant parties in the transfer process to deliver their service correctly & timely.

#### Achievements:

- Contributed in “Vulcan” cases, a total of 120 cases for the month of March, completing end-to-end processes before payroll cutoffs.
- Focal ships – ECP Payroll, US/CA Payroll partnerships, Running action reports daily for checking.

### Omnicommerce Sports Leader – Combat Sports/Health & Discovery

#### Decathlon Philippines | November 28, 2023 – July 6, 2024

- Performs tasks to ensure sales are being met physically and digitally, and providing solutions to satisfy the needs of the customers
- Initiated and executed customer friendly layout plans in which resulted to better sales of a new department – Health and Discovery department
- Spearheaded strategies to address efficiency and effectiveness of handling theft incidents
- Managed store's everyday operational duties
- Generates reports and action plans for tracking, monitoring, and analysis purposes
- Performs quality checks for inventory
- Assisted customers in selecting the right product by asking questions to determine each customer's needs, while explaining product performance and suggesting optional equipment available

### Community Manager (Part – Time)

#### MSV Group of Companies Inc. | April 25, 2023 – October 7, 2023

- Produced more content in existing websites to enhance user experience, effectively communicating product availability and ensuring customers are well-informed about the range of offerings using Wordpress and Shopify
- Cooperated in creating social media ads such as FB posts and infomercials for their clients using Canva
- Identified current trends by researching and evaluating best time opportunities to post advertisements, to attract more engagement from customers and stakeholders
- Handle customer inquiries via. walk-ins, e-mail, FB messenger
- Assist customers in printing services and gaming rentals
- Data entry tasks using Google Sheets

## SOFT SKILLS

- Time Management
- Multi-task
- Teamwork
- Willingness to learn
- Adaptability
- Communication

## TECHNICAL SKILLS

#### Web Development

- HTML/CSS
- MySQL/MongoDB
- Java
- WordPress/Shopify

#### Design Software Tools

- Figma
- Canva

#### Global Mobility Technology

- AssignmentPro

#### Microsoft Office

- Excel
- Word
- Powerpoint
- Access

#### CRM

- Salesforce
- SAP