


JARBY DACILLO

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Work Experience



Operations Team Member

Zajil- Jeddah, Saudi Arabia

Mar 2015 - Present (6 years 10 months)

Industry: Cargo / Logistics

Work Description:

- * Responsible for monitoring Ecommerce Shipments from arrival to delivery station up to last mile, making calls to the courier drivers for the update of customers urgent priority delivery.
- * Checking regular emails from Key-Account Managers, Call Centers and answering queries from clients in other country
- * Analyzing data from reports generated.
- * Reliever work if the cashier leaves of absence.
- * Preparing RTO-Return to Origin and Return to Clients shipments.
- * Training new hired staff on all process start from the dispatching up to reconciliation of drivers.
- * Good IT skills and working knowledge of Microsoft windows application.



Payment Processor

TSI - Transworld Systems Inc.-Location: Philippines

Sep 2014 – Mar 2015 (7 months)

Industry: Banking and Financial Services

Work Description:

- * Responsible for timely and accurate entry payments received from the debtors into appropriate revenue system (SecureCRT, Wassau ImageRPS and Debtor lookup, Saperion).
- * Review and Process rejected payments by the system.
- * Reconciling balance and discrepancies found in a batch by creating Cash journal and Special journal
- * Maintain and organize all pertinent back-ups information to substantiate payment posting as necessary
- * Provide feedback to management concerning possible problems/issues or areas of improvement.



Data Entry Specialist

SYKES- Location: Philippines

Apr 2012 - Jul 2014 (2 years 4 months)

Industry: Call Center / IT-Enabled

Work Description:

- * Data Perfectionist. Scanned cheques in Citrix Web-based system key-in amount in

computer system to provide success services from the client's customer.

- * Codes, searches, examine, reviews, screens, types, and proofs the valid documents as required by the project.
- * Asks for updates or changes in instruction in case they were absent for a short or long period of time.
- * Ensures that all relevant documents, forms, and records are properly and completely filled-up. Reports machine/network breakdown to immediate superior.



Transaction Processor

Xerox - Philippines

Nov 2010 - Mar 2011 (5 months)

Industry: Call Center / IT-Enabled Services / BPO

Work Description:

- * Proofreading Web-based Scanned Documents versus in OS Procedure
- * Using MS Office such as MS Excel, MS Word
- * Achieve the required output as set by the management.



Process Associate

ADEC Innovations- Philippines

May 2007 - May 2010 (3 years 1 month)

Industry: Call Center / IT-Enabled Services / BPO

Work Description

- * Doing Policy Title Insurance from a write-up procedural process set by customers.
 - * Word Processing from the given annual fixed rate, amending from date and fees.
- Imaging looking for Map of land survey to provide land description
- * Key-in accurately pertinent info of an order in the client-supplied application in accordance with the given project specifications.

Education

- **Philippine Science and Technology College (PSTC-Alabang)**
Muntinlupa City, Philippines
Diploma in Computer Programming Software Systems

Skills

- Clerical
- Customer relations
- Inventory Management
- Warehouse Operations
- Last Mile
- Data Analysis
- Process Improvement