

**Wendell E. Ferrer**  
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### Professional Summary:

High-performing, strategic-thinking professional with more than twenty years' experience of employment in a variety of business sectors which includes manufacturing, call center, construction, IT services and retail. Highly skilled at relationship building with clients across organizations and teams. Exceptional writing, presentation, and interpersonal communication skills. Adept at assessing needs, generating options, and implementing solutions.

### Employment History:

<b>Admin Office Manager</b>  <b>Pacific Development Contractors Ltd.</b>  July 2016 to Present, Kimbe, Papua New Guinea	<p>Officer in Charge for Admin department. Monitor and signs off admin time sheets. Petty cash administrator. Expat's Mastercard reconciliation and reports. Generating weekly report extracted from Xero accounting system of all construction projects for the Construction Manager. Handles Employees Contracts, Work Permits, Visa, Travel.</p> <p>In charge of consolidation, creation, submission of Tender Documents for all construction Project Proposals. Record keeping of all project contracts, proposals, and confidential information of the Managing Director and CFO.</p> <p>Assist Construction Department in inputting of data / project in TidyBuild System.</p> <p>Ensure that IT operation is running smoothly for Kimbe main office and all project sites (Popondetta, Port Moresby, Pomio, Lae, Ambunti). Maintains Windows servers, VM's, PABX, network/hardware, anti-virus, Dropbox, Google Workspace, Ubiquity network system. Monitor internet connectivity and coordinate with ISP's and ensure that internet is working 24/7. Supports in Able Payroll system, GoPayroll system for Executive. Installs and monitor CCTV system.</p>
<b>Customer Service Representative</b>  <b>Convergys Philippines</b>  July 2015 to July 2016 Baguio City	<p>Support eBay members with their concerns account password reset, Search and purchase, claims and complaints, Account registration, Site and features, buying and bidding retractions, etc.</p>