



Neil Steven Rosaroso

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Summary

Versatile Administrative and Operations Specialist with a solid foundation in operational leadership and advanced technological skills. Proficient in managing daily financial processes, coordinating driver pickups/deliveries, and enhancing customer satisfaction. Possesses a proven track record of streamlining workflows and training staff, with recent experience gaining familiarity with business practices in Qatar and the broader GCC region.



Education

Bachelor of Science Major In Information Technology
AMA Computer Learning Center, Mandaue City, Cebu, Philippines
June 2015-2019



Skills

Core Competencies

Systems Analysis •
Project Coordination •
Process Optimization •
Quality Assurance • Odoo
CRM/POS • Leadership •
Critical Thinking •
Problem-Solving

Technical Skills

Front-End Development:
HTML & CSS, JavaScript,
React JS, WordPress,
SEO

Back-End Development:
PHP, MySQL, Python,
Java, C, C++, Arduino

Design And Media:
Photoshop, Figma, Canva,
Photography and Video
Editing

**Quality Assurance And
Testing:** Manual Website
Quality Assurance and
Game Beta Testing

Productivity And Tools

MS Office Suite (Word,
Excel, PowerPoint,
Outlook), Google
Workspace, Kanban, Jira

Odoo CRM & POS,
Payment Processing
Systems (POS Card
Machine, SkipCash App)

Other Skills

IT Fundamentals: Basic
Computer Networking

Soft Skills: Critical
Thinking, Leadership,
Task & Time
Management,
Problem-Solving

Languages: English
(Fluent), Tagalog (Fluent),
Cebuano (Fluent)



My Projects

- **My Development Portfolio Site:** <https://nsr-portfolio-navy.vercel.app/>
 - **My Creative Portfolio Site:** <https://sites.google.com/view/neilstevenrosaroso/home>
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Work Experiences

Admin/Receptionist

Slovakia Laundry, Store 08, Piazza Level, Gondola Palazzo 01, Qanat Quarter, The Pearl, Qatar

April 2025–June 2025

- **Developed and Implemented Task Checklists:** Streamlined operational workflows and ensured consistent task completion.
 - **Proactively Managed Customer Accounts Receivable:** Successfully collected outstanding customer debts, contributing to improved cash flow.
 - **Rapidly Mastered Odoo POS/CRM Systems:** Quickly acquired proficiency in Odoo POS and CRM to enhance transaction processing and customer relationship management.
 - **Efficiently Operated Payment Processing Systems:** Handled transactions seamlessly using payment machine terminals and SkipCash payment links.
 - **Generated and Maintained Daily Financial Reports** (GCC Experience): Produced accurate daily sales and cash-on-hand reports for financial tracking and reconciliation, gaining experience with GCC market financial practices.
 - **Managed Driver Logistics for Pickups and Deliveries** (GCC Experience): Effectively coordinated driver schedules and dispatch to ensure timely and efficient order fulfillment within the GCC region.
 - **Engaged and Assisted Customers Across Multiple Channels** (GCC Experience): Provided excellent customer service to walk-in clients, responded to inquiries, and managed WhatsApp communications, adapting communication styles for the GCC customer base.
 - **Mentored and Trained New Admin/Receptionist Staff:** Successfully onboarded and trained a new receptionist for assignment at Abraj Bay Towers as a Marketing Specialist/Receptionist.
 - **Professionally Handled Customer Communications** (GCC Experience): Efficiently managed and resolved customer inquiries via phone, demonstrating sensitivity to GCC cultural nuances.
 - **Conducted Cost Analysis for Office Supplies:** Efficiently managed office supply budgets through regular costing and procurement analysis.
 - **Processed Employee Payroll Timesheets:** Accurately collected, reviewed, and processed employee timesheets for timely and correct payroll administration.
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Quality Control Specialist

Proweaver Inc./Web2 PH, 5th Fl., Ste. 502, Kepwealth Center, Cebu Business Park, Cebu City, Philippines

May 2022–September 2024

- **Completed comprehensive Leadership training** to enhance team management and strategic decision-making capabilities.
- **Completed advanced JavaScript training** to deepen technical proficiency in front-end development and debugging.
- **Underwent specialized training in photography skills**, enhancing capability for image quality assessment and content integration.
- **Ensured comprehensive front-end quality and compliance for 40+ websites daily**, meticulously verifying adherence to client instructions, US website law, and company policy.
- **Conducted in-depth visual and functional testing across multiple platforms**, including layout presentation for design principles, consistency, responsiveness (desktop, tablet, mobile), and cross-browser compatibility.
- **Performed rigorous technical audits on website performance and integrity**, encompassing website speed, HTTPS implementation, SEO optimization, HTML & CSS validation, and identification of broken links.
- **Executed thorough back-end quality assurance to safeguard system integrity and security**, including database integrity checks, comprehensive website security assessments (folder structures, anti-injection/PHP code analysis, malware detection), and verification of Git and AWS backups.
- **Managed the quality assurance lifecycle across various project phases**, including Development, Maintenance, Malware Scans, Security Audits, and Re-Deployment.
- **Developed and disseminated detailed QA reports and action lists to web developers**, consistently tracking progress weekly and providing expert clarification on quality concerns to facilitate timely resolution.
- **Actively contributed to team development and performance improvement**, including training and onboarding new Quality Control Specialists and providing technical guidance to junior web developers.
- **Authored monthly performance reports for web developers**, outlining individual contributions, identified QA concerns, and documented web development challenges to inform management decisions.
- **Provided expert consultation to web developers on legal and policy compliance**, advising on best practices in accordance with US law, company policy, and intricate client instructions.
- **Facilitated clear communication as a technical liaison between clients and web developers**, translating complex client requirements into actionable instructions to ensure accurate implementation.
- **Oversaw critical projects and managed a dedicated subteam of web developers for VIP accounts**, monitoring project progress and ensuring seamless implementation of website changes to meet high-priority client expectations.

Quality Assurance Engineer

Alsons/AWS Information Systems Inc. /Accenture., 5th Fl., PDI Condo., Archbishop Reyes Ave. Cor., Panis Str., Banilad, Cebu City, Philippines

October 2021–January 2022

- **Successfully executed and adhered to the V-Model methodology and Software Testing Life Cycle (STLC) process**, ensuring systematic and comprehensive quality assurance from requirements gathering to execution and reporting.

- **Successfully completed Accenture's specialized exams in online privacy and company privacy**, demonstrating a strong understanding of data protection principles and best practices to mitigate risks such as malware and hacking.
- **Participated in a remote QA bootcamp developed in alignment with Accenture USA's rigorous standards**, acquiring advanced skills in QA methodologies, meticulous documentation procedures, real-world problem-solving, collaborative team environments, and professional communication.
- **Designed precise test cases and conducted meticulous manual website quality assurance inspections**, identifying defects and ensuring functional integrity.
- **Actively engaged in peer reviews among QA members**, providing constructive feedback and implementing necessary test case changes to enhance testing efficacy and coverage.
- **Systematically reported QA findings to web development teams** for timely resolution and continuous quality improvement.

Service Crew

Topserve Service Solutions Inc./ Freemont Foods Corporation/ Jollibee Basak Mactan Drive Through, 301 Northside Business Hub Bldg., Tipolo, Mandaue City, Philippines

August 2017–March 2020

- **As a Supervisor, managed daily crew operations for a team of 60–66 members**, encompassing scheduling, training, performance monitoring, and ensuring high standards of customer service.
- **As Administrative Cashier, meticulously managed a total store fund of 75,000 PHP**, including daily cash and petty cash, demonstrating high levels of trust and financial accountability.
- **As an Administrative Cashier, I handled daily banking transactions, maintained financial records, organized office documents, and stock borrowing.**
- **As Production Controller, managed and oversaw a production team of 22 members across 7 distinct stations**, ensuring timely order fulfillment, upholding stringent food quality standards, and maintaining kitchen cleanliness.
- Additionally, as a **Grill Cook**, I prepared a variety of menu items, including burgers, hotdogs, and rice meals.

Service Crew

Tekton Entre Multipurpose Cooperative/ Freemont Foods Corporation/ Jollibee Basak Mactan Drive Through, A. Jereza St., Cebu City, 6000 Cebu, Philippines

August 2016–July 2017

- **As a Grill Cook**, I prepared a variety of menu items, including burgers, hotdogs, and rice meals.