



## 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.

### Professional Experience

#### Admin/Receptionist

*April 2025–June 2025*

SLOVAKIA LAUNDRY, Store 08, Piazza Level, Gondola Palazzo 01, Qanat Quartier, The Pearl, Qatar

- **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 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.

May 2022–September 2024

### Quality Control Specialist

PROWEAVER INC./ WEB2 PH, 5th Fl., Ste. 502, Kepwealth Center, Cebu Business Park,  
Cebu City, PH

- **Ensured quality compliance for 40+ websites daily, meeting SOPs, client requirements, and regulations** across industries like healthcare, education, e-commerce, and public figures in the US and Africa.
- **Led team training, mentored junior developers and QC specialists**, monitored key accounts, conducted performance reviews, and collaborated with management to enhance team efficiency.

### Quality Assurance Engineer

October 2021–January 2022

ALSONS/ AWS INFORMATION SYSTEMS INC. / ACCENTURE., 5th Fl., PDI Condo.,  
Archbishop Reyes Ave. Cor., Panis Str., Banilad, Cebu City, PH

- Participated in a remote QA bootcamp developed in alignment with **Accenture USA's rigorous standards**, acquiring skills in QA methodologies, documentation procedures, real-world problem-solving, collaborative team environments, and professional communication.
- **Designed precise test cases and conducted meticulous manual website quality assurance inspections.** Systematically reported QA findings to web development teams for timely resolution and quality improvement.

### Service Crew

August 2017–March 2020

TOPSERVE SERVICE SOLUTIONS INC./ JOLLIBEE BASAK MACTAN DT, 301  
Northside Business Hub Bldg., Tipolo, Mandaue City, PH

- As a **Supervisor**, I managed crew operations, including scheduling, training, performance monitoring, and customer service, while ensuring product quality and efficient large order management. As an **Administrative Cashier**, I handled daily banking transactions, maintained financial records, organized office documents, and stock borrowing. As a **Production Controller**, I ensured timely order fulfillment, upheld food quality standards, helped with crew breaks, and maintained kitchen cleanliness. Additionally, as a **Grill Cook**, I prepared a variety of menu items, including burgers, hotdogs, and rice meals.

### Education

**Bachelor of Science in Information Technology (concentration: General I.T.)**

June 2015-2019

AMA COMPUTER LEARNING CENTER, Mandaue City, Cebu, PH

### Skills

- **Technical Skills:** HTML & CSS, JavaScript, PHP, MySQL, WordPress, SEO, C, C++, Java, Python, Arduino, Generative AI
- **Design & Media:** Photoshop, Figma, Canva, Photography & Video Editing
- **Productivity & Tools:** MS Office (Word, Excel, PowerPoint, Outlook), Google Workspace, Proficient Odoo CRM & POS, Payment Processing Systems (POS Card Machine, SkipCash App), WordPress
- **IT & Emerging Tech:** Basic Computer Networking, Blockchain Fundamentals
- **Soft Skills:** Critical Thinking, Leadership, Task & Time Management, Problem-Solving
- **Languages:** Fluent in English, Tagalog, and Cebuano