

Lobert Dela Cruz

Zone 4, Lunad Street, Poblacion,
Pamplona, Camarines Sur
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CAREER OBJECTIVE

I look forward to sharing the knowledge, training, and work experience that I have acquired during my 8 years of working as a Documentation Associate and 3 years as a Team Supervisor in a BPO company that specializes in offering services related to logistics and shipping

WORK EXPERIENCES

SEIDOPRO GLOBAL INCORPORATED, Taguig, Metro Manila

Supervisor | Apr 2017 - Jul 2020

- Orient and train the newly hired staff on how they will accurately produce high-quality Bill of Ladings.
- Explain, teach, and show to them the parts of the Bill of Ladings. And how they should update it in a proper and accurate format with the help of the system that is being utilized in the creation of high-quality Bill of Ladings.
- Supervised staff day-to-day operation. Make sure that the staff has been properly delegated with proper work targets and goals every day and ensure that those targets are being met every day.
- Coordinate with the Assistant Manager any operation report that may affect the efficiency of operation of my team. These reports are but are not limited to an error in Bill of Ladings sent by onshore, absences of the staff (VL, SL, EL and Rest day), monthly performance of the team members-their (KPI's) and new instructions that are related to the process of the creation of Bill of Ladings such as special instruction of clients to their Bill of Ladings, government-mandated instruction, and the company instruction.
- Advise and suggest to the Assistant Manager any new process or tool that may help the team's operational process be efficient and effective.
- Audit the quality of work of my staff to ensure that they are following the procedure of making a good quality Bill of Ladings. Immediately feedback and correct the staff if, during the audit process, I have found any discrepancies in their BL creation process.
- Coordinate with the onshore office through email any concerns with regards to the Bill of Ladings. These onshore concerns are but are not limited to investigation of Bill of Ladings errors whether it is of human or system in origin and correct it as soon as possible to avoid or prevent any penalty that may arise from the said error.
- Receive new instructions from our onshore and properly escalate and explain to my team how it should be applied in the Bill of Ladings that they are processing.
- Urgent creation of the Bill of Ladings especially when we are having manifest submission deadline and when the customer urgently needed their BL's.
- Create with the help of my Assistant Supervisor and my team staff any new processes or tools that may help the team's operation be efficient and effective.

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- Review the current process of my team if it's still effective and efficient or if these current processes are still applicable to the current operational situation of my team.
- Do any ad-hoc task that is related but not limited to the gathering of data relevant to the volume of docs to be rated, staff absences, staff punctuality, staff committed error in the process of making of Bill of Ladings, generation and submission of reports, checking of vessel schedule, checking of errors in the manifest, segregation, and delegations of onshore and offshore emails, creation of work schedule of my staff; escalation and explanation of new instruction, handling onshore and staff queries and request; give feedback and coaching session to the staff, and organize and facilitate team meetings.

Training Officer | Jan 2016 - Jun 2016

- As a Training Officer, I am responsible for the conduct of training of newly hired staff.
- Monitors and evaluates their training results and provide necessary training recommendations that can enhance their skills and knowledge in Bill of Lading processing.
- Review and update any related training procedures and processes in the creation of the Bill of Ladings.

Documentation Associate | Feb 2009 - Dec 2015

- Performed data input in an accurate and fast manner of cargo information into the NYK systems.
- Respond to the request of corrections of shipping data, analyze the requested shipping data corrections and undertake actions to carefully and accurately amend any data that the clients requested into his Bill of Ladings.
- Coordinate through e-mail with the clients abroad about the status of their shipping documents.
- Validate and proofread the data within the Bill of Ladings to ensure its accuracy, authenticity, and legality according to its correct format and procedures.

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ATENEO DE NAGA UNIVERSITY

Naga, Camarines Sur

Certificate in Professional Education (Cped) |
January 2021 - May 2021

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

Sta. Mesa, Manila

Bachelor in Business Administration Major in
Management; Minor in Marketing, and Advertizing |
June 2001 - May 2005

CERTIFICATIONS

- Course Certificate
Create charts and Dashboard using Google Sheets
Online Course - Coursera, September 2021
- Course Certificate
Transforming Digital Learning: Learning Design Meets
Service Design- The course explored 'teaching as a
design science' by examining the educational design
theories and practices that are transforming the future
of digital learning.
Online Course - Deakin University, June 2020

ADDITIONAL SKILLS

- Word Processing
- Typing speed of 40 WPM
- Teaching, Coaching, and Mentoring
- Supervisory
- Administration
- Proficient in using Microsoft Office Applications
(Powerpoint Presentations, Word, Excel, Microsoft
Outlook).
- Proficient in using Google Sheets, and Google Docs
- Photography
- Beginner skill in using photo editing software like
Lightroom, Photoshop, and On1.
- Proficient in using Canva Web Application for graphic
designed
- Employees Performance Reviews (KPI)
- Self Motivated and hardworking person
- Communication