

# SHYLLA FRITZIE DELA CRUZ

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## OBJECTIVE

Recent graduate with a Bachelor's degree in Business Administration, majoring in Business Economics, seeking to start a career. Eager to apply academic knowledge and gain hands-on experience while being committed to continuous learning and contributing to organizational success.

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## WORK EXPERIENCE

### Genson Distribution Inc. (Ecommerce Department) 2024

- Monitored stock levels on e-commerce platforms, ensuring optimal inventory availability.
- Validated, documented, and fulfilled orders accurately and efficiently.
- Provided real-time customer support for BeautyAvenuePh's Facebook account, addressing inquiries, resolving issues, and offering product information.

### Sam and Niel T-shirts (Part-time) 2023

- Provided online customer support for order inquiries and assistance, ensuring high customer satisfaction.
- Processed and accurately documented customer orders.
- Managed invoicing processes and packing of orders with attention to detail.

### Café Monica (Merchandising Department) 2020

- Assisted customers with purchasing educational items, enhancing their shopping experience.
  - Conducted inventory checks and maintained accurate records.
  - Managed important documentation.
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## EDUCATION

**Bachelor of Science in Business Administration Major in Business Economics** 2020 - 2024  
Bulacan State University

**Accountancy, Business, and Management** 2018 - 2020  
La Consolacion University Philippines

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## ADDITIONAL INFORMATION

- **Languages:** Filipino, English
- **Organizations:** Junior Economist Organization (2023-2024) - Member, Junior Financial Executives (2022-2023) - Member
- **Awards:** Dean's Lister - Bulacan State University (2020 - 2021), With Honors - La Consolacion University Philippines (2019)(2020)

## SKILLS

- Computer Literate
- Proficiency in Ms Office
- Customer Service
- Adaptability
- Team Work
- Time Management