




# ERIK QUIROS

## CONTACT

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## PROFILE

A diverse individual with over ten years of professional working experience by achieving high levels of customer service satisfaction through excellence in shipping, identifying, and assuring quality of goods. Ensuring that daily operations meet and exceed performance expectations and to increase the company's overall market goal. With solid history of success in developing and maintaining best practices for effective high-volume fulfillment.

## SKILLS

- CUSTOMER SERVICE, COMMUNICATIONS SKILLS, SUPPLY CHAIN MANAGEMENT, INVENTORY AND TRANSPORTATION MANAGEMENT, WAREHOUSE OPERATIONS, VENDOR MANAGEMENT, AND TEAM LEADERSHIP

## EXPERIENCE

### Ocean Bulk Operations Supervisor | DHL GLOBAL FORWARDING PHILS INC.

July 2019 – October 2023

Supervise the whole import and export department. Dedicated key account customer service for export and import business. Provide daily updates of the actual status and location of shipments. Monitor loading, transportation, and delivery of goods. Coordination with customs for all outgoing and incoming shipments. Procure vendor rates, create bill invoices, and process payment requests to vendors. Ensures KPI of the whole operations team are met. Guaranteeing the inflow of business from various countries while fostering positive customer relationships.

### Airfreight Executive | GROUND FREIGHT FORWARDING CORPORATION

May 2018 – June 2019

Handles export shipments. Process hand carry / on board courier shipments. Communicating with customers regarding the daily update from point to point. Provides complete process from A-Z including the billing invoicing to customer and checking of invoices from vendors. Checking of deliveries and warehouse stocks.

### Food Service Crew | JOLLIBEE FOODS CORP

Perform food production duties or serve customers by following standard operating procedures to provide excellent customer service by answering customer inquiries, taking orders, serving food and drinks, and maintaining a clean and organized workstation to ensure a clean guest area. Assist in the proper receiving, handling, storage, and preparation of food and packaging materials. Operate store equipment following standard procedures, assist in some preventative maintenance and repairs in the work area to ensure continuity and efficiency of use. Practice workplace safety standards, follows food safety practices, cleanliness and sanitation, and good housekeeping practices.

## EDUCATION

Bachelor of Science in Aircraft Maintenance Technology  
PATTS College of Aeronautics  
March 2013

## References

Available upon request