

# KIM B. BANATANTO

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 Kite Michaels Official

 Kynoa Indigo McCannan

## **JOB OBJECTIVES**

To pursue greatness, work in a setting that will advance my knowledge and career, utilize my strong managerial abilities, and work in a fiercely competitive environment for the growth of my creative talents and the highest possible level of organizational profitability.

## **PROFESSIONAL EXPERIENCES**

### **Administrative Manager**

RKA Industrial Solutions Pty Ltd  
Riverstone, New South Wales, Australia  
November 2021 – November 2022

#### *Responsibilities:*

- Send payment summaries and Superannuation statements to customer, suppliers, and accountant
- Sales - Leads, quotes, invoices, email update the supplier listing with invoices that are to be paid
- After sales service - follow-up and feedback manage Shopify Sales and products
- Create and manage automations in Activecampaign
- Manage CRM Inspect All (Crane Inspection Software)
- Marketing - create and schedule posts for Facebook, Instagram and LinkedIn.
- Manage, create and edit invoice in Xero
- Manage chat on the website/Facebook Market the online store to potential customers
- Write blogs and e-books about cranes
- Online Meeting with staff
- Creation of Weekly Report
- Manage of RKA Industrial Solutions website
- Review current WIP flow and advise on how to streamline (i.e. CRM or work flow program)

## **Shift Manager**

OceanClick Virtual Solutions  
Dumaguete City, Negros Oriental  
May 2021 – November 2021

*Responsibilities:*

- Enforced proper service protocols and standard operating procedures for all specialists.
- Responded to floor issues with urgency and immediacy.
- Worked with the COO and other Shift Managers to set department goals and adhere to and enforce departmental policies and procedures.
- Identified challenges, formulates solutions, and implements them to reach successful conclusions.
- Assign new recruits and new clients to Team Leads and reshuffle teams if necessary

## **Quality Assurance Specialist**

OceanClick Virtual Solutions  
Dumaguete City, Negros Oriental  
February 2021 – May 2021

*Responsibilities:*

- Inspected final output and compared output to requirements.
- Unearthed root-cause of problems, possible solutions and provide actionable insight for performance improvements
- Give feedback on output and provide ratings.
- Keep accurate documentation and perform statistical analysis.

## **Project Coordinator**

Ingenuiti  
Dumaguete City, Negros Oriental  
Apr 2015 – June 2015

*Responsibilities:*

- Assisted the Project Manager with management and delivery of all translation and localization projects to agreed quality standards, client specifications, on time, and within budget.
- Helped coordinate the efforts of translators, engineers, DTP and graphics staff, reviewers or QA specialists by using process systems and software tools.

## **Business Process Analyst**

SPI Global  
Dumaguete City, Negros Oriental  
Oct 2012 – Oct 2014

*Responsibilities:*

- Contributed to the improvement of the business processes by standardizing and streamlining current state processes and implementing new work processes and other technologies.

## **Customer Service Representative**

QUALFON

Dumaguete City, Negros Oriental

Mar 2012 – Sep 2012

*Responsibilities:*

- Provided a prompt, courteous, and knowledgeable response to all customer inquiries with an excellent standard of service.
- Used customer compliments, comments, and complaints to drive improvements to service.

## **Quality Improvement Specialist**

SPI Global

Dumaguete City, Negros Oriental

Oct 2008 – Mar 2012

*Responsibilities:*

- Devises accurate and significant ways to measure quality and ensures that these measures can be used for comparisons and decision making throughout Publishing Journals.

## **Typesetter**

SPI Global

Dumaguete City, Negros Oriental

Dec 2007 – Oct 2008

*Responsibilities:*

- In charge of lay out a journal like selecting margin size, fonts, chapter styles, how large section breaks are, where illustrations go, and what size subheadings are, among other things.

## **OTHER WORK EXPERIENCES**

- McDonalds – Production Controller
- Shakeys – Dining Staff and Party Host
- Jollibee – Kitchen Staff (Pantry & Pantry Back-up, Grill, and Fry Stations)

## **PROFESSIONAL SKILLS**

- Proficient in using CANVA to create graphics for social media and other visual contents.
- Social Media Management - designed social media contents for Facebook, Instagram, and LinkedIn
- Content Writing (Blogs, Product Descriptions)
- Customer Service
- Search Engine Optimization (SEO) for Shopify
- Administrative, Marketing and Management tasks

## **AREAS OF EXPERTISE**

- Business Analysis
- Project Management
- Customer Service
- Business Development
- Quality Assurance
- Project Completion
- Team Management
- Process Audit
- Automations

## **PROFICIENCIES**

- MS Office Tools (Word, Excel, PPT)
- Google Suite (Doc, Spreadsheet, Slides)
- Active Campaign
- Mailchimp
- XERO
- InspectAll
- Zapier
- CANVA
- ASANA
- Trello
- Click Up
- Rock.so
- Slack

## **TRAININGS AND CERTIFICATIONS**

**On-the-Job Training,** Negros Oriental Provincial Hospital, Dumaguete City, Philippines

October 10, 2017 – November 10, 2017

Assigned in the medical ward both lower and upper annex, surgical ward, and pediatrics ward. Provide care and support to elderlies and infants, and performed tasks like monitoring of vital signs, monitoring of I and O, NGT feeding, nail care, oral care, shaving, hand washing, nebulization, environmental cleaning, bedside care, change of bed linens, TSB, and IV termination.

**Caregiving NC II,** Asian College, Dumaguete City, Philippines

Caregiving NC II Certification 2017

Learned competencies that a person must achieve to provide care and support to infants/toddlers, provide care and support to children, foster social, intellectual, creative and emotional development of children, foster the physical development of children, provide care and support to elderly, provide care and support to people with special needs, maintain healthy and safe environment, respond to emergency, clean living room, dining room, bedrooms, toilet and bathroom, wash and iron clothes, linen, fabric, prepare hot and cold meals.

**Healthcare NC II**, Asian College, Dumaguete City, Philippines

Healthcare NC II Certification 2017

Learned competencies that a person must achieve to prepare and maintain beds, collect and maintain linen stocks at end-user locations, assist with patient mobility, assist in transporting patients, assist with bio-psychosocial support care of patients and handle waste in a health care environment.

**Occupational First Aid**, Red Cross, Dumaguete City, Philippines

Occupational First Aid Certified

Learned advanced knowledge and skills to carry out emergency first aid for injuries and illnesses in the workplace. Also provide information on state and federal legislations as it applies to first aid in the workplace.

**Cookery NC II**, Asian College, Dumaguete City, Philippines

Cookery NC II Certification 2017

Learned the basic, common, and core competencies that a person must achieve to clean kitchen areas, prepare hot, cold meals and desserts for guests in various food and beverage service facilities.

**Housekeeping NC II**, Asian College, Dumaguete City, Philippines

Housekeeping Certification 2017

Learned competencies that a person must achieve to prepare guest rooms, clean public areas and equipment, provide housekeeping services, provide valet services, handle intoxicated guests, and laundry linen and guest clothes to a range of accommodation services.

**Lean Six Sigma Certification**, SPI Global Solutions, Dumaguete City, Philippines

Six Sigma Yellow-Belt Certified

Learned the foundational elements of the Lean Six Sigma Methodology, who leads limited improvement projects and / or serves as a team member as a part of more complex improvement projects lead by a Certified Green Belt or Certified Black Belt, typically in a part-time role.

## **CHARACTER REFERENCES**

**Ryan Adams**

Managing Director

RKA Industrial Solutions Pty Ltd

New South Wales, Australia

+61 439 872 754

**Albert Trumata**

Social Media and Events Specialist

DCCCO Multipurpose Cooperative

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**Emma Miranda**

Project Coordinator  
Traffic Force, Australia  
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**Sebastian Richard Ramos**

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