



## PROFILE

I'm an organized and motivated professional with experience in HR, admin, and customer service. Over the years, I've helped streamline operations, improve customer satisfaction, and keep things running smoothly. Whether it's managing appointments, handling paperwork, supporting teams, or taking care of accounts, I'm always focused on getting things done efficiently. I'm also great at building relationships with clients and vendors, and I thrive in environments where I can make a real impact.

## CONTACT

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

## SKILLS

Microsoft/Google Office Skills  
Communication Skills  
Technical Proficiency  
Team Management

# QUISI [REDACTED]

[REDACTED]

## EDUCATION

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[REDACTED]  
2020

Bachelor of Science in Psychology

## SEMINARS ATTENDED

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§ Basic Tour Guiding [REDACTED] March 2018  
§ HR Master Class [REDACTED] October 2022

## WORK EXPERIENCE

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[REDACTED] HR & Admin Officer  
August 2024–Present

Skilled in client assistance, appointment scheduling, and administrative support, with a focus on improving operational efficiency. Proficient in creating job orders, purchase orders, and quotations, ensuring accurate and timely documentation. Experienced in monitoring collections and managing accounts payable to suppliers, consistently maintaining strong vendor relationships and improving cash flow management. Committed to delivering excellent service and supporting smooth business operations.

[REDACTED] Customer Relation  
Officer  
May 2023–July 2024

Managed client appointments, responded to inquiries, and re-engaged previous clients with proactive service reminders, leading to a measurable increase in customer retention and satisfaction. By effectively coordinating with Service Advisors and resolving customer complaints, I helped improve service



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## CONTACT

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

## PERSONAL DETAILS

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

turnaround times and enhance the overall customer experience. I monitored paying and under-warranty units, ensuring timely follow-ups and reducing service delays. Additionally, I streamlined reporting processes, submitting weekly and monthly reports to distributor dealers, which contributed to more efficient service meetings and improved operational outcomes.

[REDACTED] HR & Admin Officer

September 2022–January 2023

Results-driven HR and administrative professional with a strong track record of streamlining recruitment and employee engagement processes. Successfully managed daily operations, including answering calls, overseeing the company's social media presence, and handling recruitment tasks such as resume screening, interview scheduling, and candidate assessments. Led impactful orientation programs and training initiatives, improving employee onboarding efficiency. Facilitated weekly team huddles and one-on-one counseling, fostering better communication and an increase in staff satisfaction. Proficient in timekeeping, payroll management, and maintaining accurate administrative records, ensuring smooth operations and compliance.

[REDACTED] Service Receptionist

Jan 2022–June 2022

Experienced in delivering exceptional customer service and administrative support, enhancing operational efficiency and client satisfaction. Successfully managed phone inquiries assisted clients with appointment scheduling, and coordinated walk-ins, resulting in improvement in client service response times. Proficient in supporting Service Advisors by dispatching PMS forms, verifying warranty details, and tracking odometer readings, ensuring timely and accurate service delivery. Coordinated effectively with Maintenance Reminder Staff (MRS) to streamline client visits and raised additional service issues with the relevant departments, driving quicker resolutions and boosting customer retention.

[REDACTED] Admin Officer

February 2021–October 2021

Results-oriented administrative professional with a proven track record of improving operational efficiency and client satisfaction. Successfully assisted walk-in clients, scheduled appointments, and answered phone inquiries, contributing to increase in customer engagement. Created accurate quotations, sales invoices, delivery receipts, and





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## CONTACT

[Redacted]  
[Redacted]

[Redacted]  
[Redacted]

## ADDITIONAL SKILLS

Employee Engagement  
Timekeeping  
Customer Service  
Documentation Management

acknowledgment receipts, ensuring smooth financial operations. Managed accounts payable/receivable and monitored bank accounts, reducing overdue payments through timely follow-ups. Streamlined supplier coordination and sourced new vendors, improving cost-effectiveness. Supported the Marketing Department and facilitated initial interviews, while providing executive assistance to the CEO, effectively managing a U.S. project-based account to meet deadlines and exceed expectations.

[Redacted] Office Receptionist  
April 2019–September 2020

Proactive and detail-oriented administrative professional with experience in client relations, office management, and executive support. Accommodated walk-in clients and assisted applicants, efficiently handling both local and international phone inquiries and transferring calls across departments. Skilled in preparing checks for the Vice President, receiving and organizing company mail, checks, receipts, and bills. Proficient in encoding incoming and outgoing documents, sending invoices and delivery receipts, and maintaining inventory of office supplies. Supported the Executive Secretary of the President and Vice President, ensuring smooth daily operations, and managed document scanning and filing for easy retrieval and compliance.

## REFERENCE

Anne Arcilla – DCRC Officer

[Redacted]  
[Redacted]

[Redacted]  
[Redacted]  
[Redacted]

[Redacted]  
[Redacted]  
[Redacted]

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Quisi [Redacted]