

RACHEL [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



**OBJECTIVE** To obtain a position where I can enhance my knowledge and skills and contribute to the growth of this organization

## WORK EXPERIENCE

**Company Name:** [REDACTED]

**Position:** DISPUTES ANALYST (SENIOR OFFICER 5.3)

**Period of Employment:** JULY 2023 – PRESENT

**Job Description:**

- Acts as first point of contact for all customer and merchant fraud issues
- Responsible for ensuring timely and accurate analysis and resolution of disputed transactions undertaken within schemes and e-payments code timeframes
- Requires analytical and problem solving skills in order to identify the true nature of dispute and take the appropriate course of action
- Demonstrates strong customer focus and cards experience to ensure customer inquiries are handled correctly and promptly, the first time
- Ensures superior level of customer service is provided by interacting directly with our customers to achieve the best possible outcome
- Ensures all services delivered comply with [REDACTED] strategy, policies, processes and standards and with external regulatory requirements

**Company Name:** [REDACTED]

**Position:** FRAUD & CLAIMS OPERATIONS SPECIALIST

**Period of Employment:** APRIL 2021 – JUNE 2023

**Job Description:**

- Supports and captures all pertinent information from customers about their claims
- Conducts research and provides updates on status of new and existing claims
- Identifies opportunities to improve customer experience after thorough research of complex account activity and takes appropriate actions to handle the claim
- Performs routine customer support tasks by maintaining balance between exceptional customer service and solid investigative research
- Receives direction from team lead and escalates questions and issues to more experienced roles
- Interacts with colleagues on basic day-to-day issues, and networks with supporting functional areas to create a seamless experience for the customers

**Company Name:**

[REDACTED]

**Position:** SECRETARY – MANILA STATION TERMINAL 2

**Period of Employment:** APRIL 2016 – MARCH 2021

**Job Description:**

- Acts as the AVP's first point of contact with people from both inside and outside the sub-department by organizing and maintaining his daily schedule and appointments
- Greets visitors, ascertains nature of business and directs visitors to the AVP, superior or appropriate person
- Liaises for incoming and outgoing phone calls as well as mail correspondence; answers questions or forward the calls to appropriate personnel; also makes calls on behalf of the AVP and Managers to communicate to schedule appointments, disseminate information or to follow up on inquiries
- Takes notes from the AVP, prepares a memo or letter, screens mails; locates and attaches appropriate file to correspondence to be answered by the AVP
- Provides general assistance by producing documents, briefing papers, reports and presentations; conducts research on special projects and presents findings for perusal of the AVP
- Sends and receives faxed documents to/from internal and external customers
- Copies documents for distribution to appropriate recipients and maintains station's copy; ensures updated files are in place for easy reference
- Carries out routine clerical tasks and errands such as ordering of office supplies through Move Order, preparing various internal documents such as IPROC, CEPA, CSAR, CCF, other reports, etc. as well as taking notes and providing refreshments during meetings
- Manages records of the Station by keeping files in alphabetical order and using filing system for easy storage and retrieval at any time
- Participates in the preparation of the Operating Expense Budget and maintains various statistical reports of the Station
- Arranges travel schedule, reservations, visas, accommodation and ticket of the AVP and Manila Station personnel going on official business trip
- Adheres to the Quality Standards of PAL as stated in the applicable operations manuals, is responsible for the quality of his work and strive for continuous quality improvement
- Complies with applicable regulations and standards of Philippine Airlines; actively involves with PAL Safety Management System by reporting all accidents, incidents and any hazard in the work place; and being safety conscious by exercising duty of care in the performance of duties.
- Performs other related functions that may be assigned by the AVP and/or ASM of Manila Station Sub-dept

**Company Name:** [REDACTED]  
**Position:** JR. CREW SCHEDULER  
**Period of Employment:** APRIL 2013 – MARCH 2016  
**Job Description:**

- Conducts daily clearing, tracking and monitoring of published schedules of Cabin Crew personnel, in accordance with existing policies and procedures, [REDACTED] regulations, marketing requirements and [REDACTED] provisions to provide optimal staffing levels to cater to the needs of the operations
- Provides accurate crew tracking and duty information
- Inputs data into Crew Management software and other Crew Management Systems
- Prepares scheduling paper work
- Responds to requests for information from department management and crew members
- Determines and assesses alternatives and actions to solve daily crew rostering issues
- Notifies crew members of aircraft status
- Does planned duty activity and other items as determined by the Manager/Duty Manager

**Company Name:** [REDACTED]  
**Position:** RESOURCE DEPLOYMENT MANAGEMENT ASSISTANT  
**Period of Employment:** JANUARY 2012 – JANUARY 2013  
**Job Description:**

- Produced, posted and distributed standard sets of reports relating to resource management metrics including utilization, headcount, open seats, compliance and data integrity as required
- Maintained practitioner assignment information in Professional Marketplace (PMP) ensuring compliance with standards and guidelines
- Provided support to Resource Managers for data entry into all workforce management tools
- Ensured timesheet compliance in ILC through regular reminders, and tracking, follow up and escalation of non-compliance
- Assisted Resource Managers to ensure all practitioners have an up to date CV in the CV Wizard tool, and it is regularly updated
- Provided administrative support and assistance as required by Resource Deployment Managers

## **EDUCATIONAL BACKGROUND:**

### **COLLEGE**

2007-2011

[REDACTED]  
Bachelor of Arts, Major in Psychology, October 2011.

## HIGH SCHOOL

2003-2007

[REDACTED]

## ELEMENTARY

1997-2003

[REDACTED]

## PERSONAL INFORMATION

• Age:

3

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