



**DAN AUGUST N. CASIÑO**

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**CAREER OBJECTIVE**

To effectively and highly contribute in a well known BPO organization.

**WORK EXPERIENCE**

**ADMINISTRATIVE SUPERVISOR**

Aclan Group of Companies - 4th Floor Asian Star Building, Alabang, Muntinlupa City

April 2019-June 2019

- Tasked to oversee employees daily requirements of office stationaries
- Supervised office cleaners on the daily cleaning of all office departments
- Responsible for all top management staff parking spaces
- Tasked to submit a monthly report on all staff issued mobile usage
- Facilitated the placing of posters to all areas to remind all staff on Safety measures while on work areas
- Communicated with the Building Administrator regarding needed repairs/improvements on all building properties located on office floor(toilets, lights, faucets, etc)
- Performed other duties as requested by the Administration Manager/HR Manager.

**CUSTOMER SERVICE REPRESENTATIVE**

Intelenet Global Philippines - Le Grand Ave, Mckinley West, Fort Bonifacio, Taguig City

Oct 2017-Jan 2018

- Handled customer calls and queries regarding their Barclays Bank account
- Facilitated customer requests on account balance inquiry, fund transfers, branch locations, and bank appointments

**CUSTOMER SERVICE REPRESENTATIVE**

24/7 Customer Philippines Inc. - Isquare Building, Meralco Avenue, Ortigas Center, Pasig City

Oct 2016-Jan 2017

- Tasked to process customer over the phone retail orders for Kohls US

- Handled customer queries on package delivery date, package location, stocks availability, cancellations, payment credits, and order payments
- Informed customers on upcoming retail sale of all Kohls outlets

#### **CUSTOMER CALL REPRESENTATIVE**

**Telus International Philippines Inc. - Mckinley Exchange Bldg, Edsa cor. Mckinley Road, Makati City**

**May 2015-Sept 2015**

- Handled customer queries regarding their Fitbit exercise watches
- Processed new orders/product replacements for Fitbit customers
- Responsible in providing tutorials/information to customers on how to set up and use their Fitbit exercise watches

#### **CALL CENTER AGENT**

**EPerformax BPO - BPI Center, Gil Puyat Ave, Makati City**

**Dec 2014-April 2015**

- Handled customer calls/queries regarding their Sprint Telco accounts
- Tasked to provide payment extensions and rebates to all entitled customers
- Provided information on the latest, top of the line Smart phones and gadgets
- Processed phone/tablet upgrades to all entitled customers

#### **ADMINISTRATION SUPERVISOR-KRDC**

**Supreme Group Central Administration – Kandahar Regional Distribution Center (KRDC)**

**Kandahar, Afghanistan**

**September 2012- February 2014**

- Handled all the administrative requirements of its Regional Distribution Center
- In-charge of travel/vacation requirements of all KRDC based employees
- Responsible for all staff movements, accommodation requirements for staff transfers and daily monitoring of staff list
- Handled the monitoring and distribution of all office equipments and requisitions
- In-charge of coordinating with the the Pass Control Team in Kandahar Airfield for Supreme ID Badges' renewals and day passes/travel through documents needed for staff traveling in and out of Kandahar Airfield
- Handled minutes of the meetings
- Performed other duties as requested by the Administration Manager

#### **PAYROLL SUPERVISOR**

**Supreme Support Service – Kandahar, Afghanistan**

**April 2009 - September 2012**

- Facilitated the preparation, distribution and reconciliation of monthly cash allowances, including other non-cash benefits of all employees based in South Afghanistan
- In-charge of monitoring employees' pay history, updates in bank records, employee transfers for payroll purposes and communicates to Management on a regular basis
- Handled daily inquiries on salary issues of all employees
- Responsible for maintaining all employee records/signed documents for future auditing

#### **SALES OFFICER- CREDIT CARDS**

**Barclays Bank – Dubai UAE**

**July 2008 – March 2009**

- Responsible for card sales
- Handled daily inquiries on product offers
- Engaged in telemarketing activities to enhance card sales

#### **OUTLET CAPTAIN**

**PRINCESS HOTEL (RAMEE GROUP OF HOTELS & RESORTS) DUBAI, UAE**

**May 2005 – February 2008**

- Responsible for the entire bar and lounge operations
- Handled the daily settlement of accounts
- Responsible for the inventory of bar consumables
- Assisted in the orientation/training of new staff

#### **SALES REPRESENTATIVE**

**RODEL CHEMICAL CORPORATION, QUEZON CITY PHILIPPINES**

**Dec 2003-Feb 2005**

- Responsible for the direct store delivery of *Del Monte* products to the assigned sales area
- Covered all aspects of store and customer service, promotion and product handling transportation, merchandising and communication
- Goals included sales volume, as measured on a per-store average basis, as well as overall sales in the market area, and customer (account) service and retention

#### **SALES REPRESENTATIVE**

**PROSALES MARKETING CORPORATION, MANILA PHILIPPINES**

**Nov 2002- Dec 2003**

- Responsible for the direct store delivery of quality *Lucky Strike Cigarettes* products to the assigned account
- Covered all aspects of store and customer service, promotion , product handling and transportation, merchandising, and communication
- Goals included sales volume, as measured on a per-store average basis, as well as overall sales in the market area, and customer (account) service and retention

#### **TRAINING/S ATTENDED**

**Introduction to Leadership Training - Silicon Oasis Building, Dubai, United Arab Emirates**

**22-24 October 2013**

**Health and Safety Training Course – Supreme Offices, Kandahar Airfield, Kandahar Afghanistan**

**02-04 February 2013**

#### **ACADEMIC BACKGROUND**

University of the East, Manila  
Bachelor in Commerce - Major in Marketing

**PERSONAL DETAILS**

**Date of Birth: August 01, 1974**

**Philippine Driver's License Holder**

**Language Spoken: English/Filipino**

**Computer Literate (Microsoft Excel, Microsoft Word)**