



SHIELA O. VERGARA

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Career Objectives:

To secure a managerial or supervisory position in a well-established company that will utilize my 10 years diversified managing skills, customer service, organizational skills and educational background that will enable me to make a positive contribution to the company, and to build a long term career with opportunities for career growth.

INFORMATION TECHNOLOGY SKILLS:

Writing Tool	: MS Word, Lotus Notes, Microsoft Outlook
Data Analysis	: MS Excel, Google Docs
Presentations	: MS PowerPoint

Educational Attainment:

Degree : Bachelor of Arts in Mass Communication

Ateneo de Davao University
E. Jacinto St., Davao City, Philippines
Graduated - March 2003

Degree : Bachelor of Science in Secondary Education

Ateneo de Davao University
E. Jacinto St., Davao City, Philippines
Graduated - March 2004

Work Experience:

Offsourcing Philippines, Inc.

Office Manager
September 6, 2011 – Present

The Office Manager of Offsourcing Philippines, Inc., ensures that the office is operating accordingly. The office manager oversees the employees during operations, makes sure that the equipment they use such as computers, lights, air conditioners, generators, etc. are all in working condition.

The office manager is also the main person for major office renovations and office fit out if there are new sites that needs to be constructed. Overseeing building projects, renovations or refurbishments. She supervises the construction process to make sure the works are done as scheduled.

Helping company to relocate to new offices and to assist about leasing.

Supervising multi-disciplinary teams of staff including cleaning, maintenance, company nurse and security.

The office manager is involved in planning company events may it be a small or big company event.

In-charge of office preparation and other important requests during client visits and other important company visits.

Contributes to team effort by accomplishing related results as needed.

Saizen - Robinson's Daiso Diversified Corporation

Store Supervisor Operations
April 1, 2011 – August 27, 2011

I perform store display, receiving and checking of deliveries, which entails checking of any damages, discrepancies and organizing items inside the stockroom. Ensure the manpower distributions are balanced, checking attendance and performance of the staff. Forecast the sales of the store monthly until year ends.

Ladies' Teens Bags Management Corporatation - SM Department Store

Selling Supervisor
June 30, 2008 – February 15, 2011

I supervised three (3) departments of the store having a staff of 100 persons. Monitored the sales, stocks, inventory and checked the staff on their respective post. Evaluate the performance of the quarterly to improve the productivity of each personnel. Doing extra task such as sorting emails, answer phone calls, taking messages and following up with customers.

Cyber City Teleservices Ltd.

Customer Service Representative
Feb. 28, 2006 – Apr. 10, 2008

Take care of customers' concern on billing, payments, account issues, product info and basic repair issues. Handle job easily being a trained in Ironwood Communications which is an installation company for a cable company catering United States as well.

The team leader is assigned to buddy up with selected teammates especially for new ones who need assistance. She will take over the calls of the agents whose concerns are further escalated. Most importantly the team leader has to make sure that calls are handled professionally, average handling time is met and concerns of customers are addressed accordingly.

Doña Pilar Learning Center Foundation, Inc.

Nursery Teacher
June 2004-April 2005

To ensure the kids are kept safe upon entering school, make sure everyone is on before class starts. Prepare the daily lesson plan, visuals on the book for the kids to follow during discussions. Coordinate and communicate with the parents and give feedback and updates to their children performance and behavior.

On the Job Training:

Sangguniang Panlungsod - Dec. 19, 2003 -Jan. 6, 2004
City Councilor Abellera Office

DXKR 95.5 W-Rock - Jan. 15 - 26, 2003

EVENTS PLUS - Feb. 19 - Mar. 8, 2003
Events Organizing Agency

Seminars/Training Attended

Supervisory Training – April 1 – 30, 2011
Robinsons' Supervisory Training
Saizen Stores in Manila
Robinson's Daiso Diversified Corp.

Coaching for Effective Performance - September 14-15, 2010
SM Department Store, Supervisors' Training
SM Department Store Cubao Training Center

Basic Supervisory Course – April 1-3, 2010
SM Department Store, Supervisors' Training
SM Department Store Davao Training Room

CCIS Educational Foundation -Jan. – Feb. 2006
Global Call Center Education Program

5th Flr. Lioc Kui Fraternity Bldg.

TV Production Workshop - April-May 2002
Ateneo de Davao University

Philippine Moo Duk Kwan - May 2001
Soo Bahk Do Tang Soo Do
Summer League Seminar
University of Immaculate Conception- UIC

PERSONAL INFORMATION:

Nationality	: Filipino
Date of Birth	: May 6, 1982
Place of Birth	: Davao City, Philippines
Height	: 1.55 m.
Weight	: 53 kg.
Religion	: Roman Catholic
Language Spoken	: English, Tagalog
Civil Status	: Single