Address
26 Iriga St. Pael Estate, Brgy. Culiat Quezon City
1128

Contact
+63 921-3362-933
alvarezflorencefaye@gmail.com

Date of Birth
December 05, 1996

ALVAREZ FLORENCE FAYE

CAREER OBJECTIVE

Detail-oriented Industrial Engineering graduate and an experienced Market Research Analyst and Customer Service Executive with proven success in operations of my previous companies,conducts research on market trends and collaborates with the whole sales and operations team to plan and manage research projects, and assuring quality in service and productivity to meet client's standards. Looking for an opportunity to leverage extensive knowledge of Productivity improvement and Quality Assurance and contribute to organization's success.

EDUCATION

June 2013 - August 2021
Rizal Technological University
Bachelor of Science in Industrial Engineering

SKILLS

Process Improvement
Work Design
Facilities Design and Planning
Knowledge of Lean Manufacturing Concepts
Knowledge of Industrial Engineering Principles
Knowledge of Microsoft Applications
Decision-Making skills

AFFILIATIONS

- Philippine Institute of Industrial Engineers (PIIE)
Ambassador for Rizal Technological University
2015-2016
- Industrial Engineering and Technology Society
Secretary of the Department of Industrial Engineering
2015-2016

EXPERIENCE

February 2022 - present
LTS Luminex Corporation (Llumar Philippines)
Industrial Engineer-Market Research Analyst

- Conducts quantitative and qualitative research
  - Conducts research on market trends
  - Develop, implement, coordinate, and manage research services projects
  - Questionnaire, interview/discussion guide design
  - Analyze and evaluate results
  - Develop conclusion and solid recommendation
  - Maintain database for local research
  - Collaborates with the sales team to plan and manage the research projects and activities.
- Prepare research reports on industries, companies, products, and trends.

October 2020 - March 2022
International SOS (PHILS.) INC.
Customer Service Executive
Achievements/tasks:

- Assuring that client's requirements are met.
- Providing quality service to clients in or outside Philippines and assistance to superiors.
- Creates progress report on a daily basis.
- Handles the medical reports of thousands of employees of our client.
- One of the CSE's of Manila Assistance Center who is responsible in giving customer care and satisfaction, delivering service and customer assistance via calls and emails within or outside the Philippines.
- Negotiates with the medical providers for the cost of health checks for the client especially with the provincial providers (LUZVIMIN areas).

May 2017 - September 2017
Land Transportation Office - Mandaluyong
On-The-Job Trainee
Achievements/tasks:

- Monthly Accomplishment reports
- Vehicle registration/Plate number registration
- Processing and documentation of OR / CR

WWW.CRAFT-CV.COM

CERTIFICATES

- Integrating Experience in IE Profession: Operation of Production Service Systems

Rizal Technological University, Mandaluyong City
October, 2019

- Data Analytics for System Performance Improvement

Rizal Technological University, Mandaluyong City
November, 2019

- Briefing on Energy: Highlighting Downstream Natural Gas Industry

Rizal Technological University
November, 2019

- IEShikawa X-Nexus: X Marks the Spot

Ateneo de Manila University & University of the Philippines
November, 2015

- IE 4.0-14th PIIE National Student Congress

SMX Convention Center, Mall of Asia Complex, Pasay City
February, 2017

- Why's of IE's

Rizal Technological University, Mandaluyong City
Novermber, 2019

SOFTWARE SKILLS

Microsoft Word
Microsoft Excel
Microsoft Office
Software skills

PERSONALITY

Innovative
Communicative
Punctuality
Creativity
Organized

March 2013 - May 2013

Rizal Provincial Government

Special program for the Employment of Students - DOLE

Achievements / tasks:

- HR assistant
- Responsible in documentation and filing of documents such as leave forms and travel forms.

April 2012 - May 2012

Rizal Provincial Government

Special program for the Employment of Students - DOLE

Achievements / Tasks:

- Document controller of Barangay Dalig Hall
- Responsible for weekly reports for engagements of Barangay in goverment projects.

May 2019 - September 2019

International SOS (PHILS.) INC.

On-The-Job Trainee

Achieve

- HR Assistant
- Handles 201 files of the employees
- Assists in processing of month-end mandatory reports such as SSS, Philhealth and Pag-Ibig.
- Preparation of Job Offer, Contracts, and other documents needed for the new employees.
- Preparation of Job Offer, Contracts, and other documents needed for the new employees
- Prepares COE (Certificate of Employment) & Certificate of Fit to Work for new hires.
- Conducts phone interview for background check of new employees.

WWW.CRAFT-CV.COM