

APRIL P. LAGURA

Address: Ambuklao 2 Brgy. Pinasling Gerona, Tarlac

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PROFESSIONAL CAREER:

April 1, 2019 – to present	TPLEX Operations and Maintenance Corporation, Head, Field Audit Operation – Toll Monitoring Department
Duties and Responsibilities:	Preparation of daily deployment plan of Field Audit personnel. Ensures non-disruption of field activities Ensures conformance of authorized routes during field audit staff's tour of duty. Responsible for monitoring Field Audit personnel's performance. Performs root-cause analysis and recommends any corrections, corrective or preventive action relative to the observation report.
April 2015 – March 2019	Skyway O&M Corporation, Toll Monitoring Analyst Audit Department
Duties and Responsibilities:	Auditing Toll Teller's Transaction daily Auditing Electronic Toll Collections Verifies the completeness, accuracy and correctness of report and audited transactions.
March 2012 – April 2015	Asiapro Cooperative (SOMCO agency), Field Auditor
Duties and Responsibilities:	Auditing Toll Teller's Transaction daily Auditing Electronic Toll Collections Verifies the completeness, accuracy and correctness of report and audited transactions.
August 2011-February 2012	Skyway O&M Corporation, Toll Teller

Duties and Responsibilities:	Collecting Toll Fees at motorist Assisting motorist when unread upon entry or exit
November 2010- April 2011	Flavours of China Restaurants Cashier/Food Attendant
Duties and Responsibilities:	Responsible in receiving payments through cash or credit card. Responsible in getting the order of the customer accurately. Responsible in assisting the needs of the customer.
February 2006 – August 2010	Yaman Kids Corporation-McDonalds BF Sucat, Service Crew-Production Crew
Duties and Responsibilities:	<i>Teamleader</i> -responsible in monitoring the product, people and the job of every crew. <i>Production Caller</i> -responsible in product controlling to achieve the hot and freshness of the product. <i>BDG Person</i> -responsible in providing quality sandwiches that is hot and fresh while achieving the standard procedures. <i>Midas Person</i> -responsible in providing quality chicken that is crispy, hot and fresh while achieving the standard procedures. <i>Backsink Person</i> -responsible in making the kitchen and washing area clean, organize and sanitize.

EDUCATIONAL BACKGROUND

2004-2010	STI College-Paranaque Bachelor of Science in Business Administration-Major in Operations Management
2000-2004	Dr. Arcadio Santos National High School (DASNS) (Annex) Paranaque
1995-2000	Larap Elementary School Larap Jose Panganiban Camarines Norte

SEMINARS/TRAININGS:

May 23, 2019	SAV25PRTG Basic and Advance Training SAV25 Data Systems Network Systems & Solutions
May 11, 2016	Transitioning to ISO 9001:2015 and ISO 14001:2015 Rosehall Management Consultants Inc.
June 1-3, 2015	Internal Integrated Management System (IMS) Audit Based on ISO 19011:2011 Synerquest Management Consultancy Services Inc.
July 6, 2013	Team Effectiveness Asiapro
August 23, 2011	Orientation on OEHS Management System ISO-9001:2008, OHSAS- 18001:2007 & ISO 14001: 2004 cor 1:2009
August 24, 2011	Personality Development and Customer Care Skyway O&M Corporation

AWARDS/RECOGNITIONS:

December 20, 2006	Best in Spaghetti/Fried Chicken Station McDonalds Bf Sucat Yaman Kids Corporation
December 14, 2009	Best in B.D.G Station McDonalds Bf Sucat Yaman Kids Corporation

Language:	English, Tagalog
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Hobbies/Interest	Browsing the Internet, Online gaming, reading, listening music and KPOP
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PERSONAL INFORMATION:

Birthdate: August 15, 1986

Birthplace: Olongapo

Age: 35

Status: Single Parent

Height: 5'5 ft

Weight: 65kg

Religion: Catholic

REFERENCES

Michelle V. Lacsá

Head, Backend Audit, TMD-TPLEX

0917-3038385

Joseph D. Estrada

Manager, Audit Department, TMD-TPLEX

0917-1851774

Richelle Hernandez

TCD Supervisor-Skyway

0977-6247358

Estephanie C. Magaru

Toll Monitoring Specialist, TMD-SKYWAY

0995-8818878