

## Ma. Dañela Ryz Z. Manaligod

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408 Gemini St. Annex 45 Doña Soledad Extension Betterliving  
Subdivision Brgy. Don Bosco Parañaque City

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### CAREER OBJECTIVE

To be an astute learner and the best performer in an organization. So that I can build an innovative career in an esteemed organization by using my skills and other significant talents.

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### SKILLS AND ABILITIES

- Ability to work under pressure
  - Filipino and English proficient (written and verbal)
  - Computer literate
  - Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks
  - Highly adaptable, hardworking, patient, and resilient
  - Proficient in with Microsoft Office – Word, Excel, and Powerpoint
  - Knowledge with SAP Basic & Financials
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### EDUCATION

- **Bachelor of Science in Entrepreneurship (2014-2019)**  
San Beda College – Alabang

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## WORK EXPERIENCE

- **Assistant Restaurant Manager** (September 2019)
  - Hansbury Inc. (Tokyo Tokyo)
    - Focus on key results area of the store's profit, quality, and people.
    - Runs the shift, ensures safety and security of both customers and employees.
- **Customer Service Associate – Chat Support** ( September 2020 – June 2021)
  - Ibex Global Solutions
    - Respond to customer queries in a timely manner via chat or email.
    - Provide customer satisfaction to Walmart (US) customers.
- **HRSS Operations Support Analyst** (July 2021 – Present)
  - Citibank Philippines
    - Conduct needs assessment and update content or develop content related solutions according to business requirements.
    - Responsible for administration and operations activities for learning and development
    - Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.
    - Inquiry Management
    - Furnish the Team Lead with the requisite data to respond to employee inquiries and error reports

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## CERTIFICATES

- **Microsoft Office Specialist** (Word & Excel)
- **SAP Business One** (SAP Basic & SAP Financials)
- **Basic Operations & Shift Supervision** (Tokyo Tokyo)

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## REFERENCES

- Angelica Marie Dublado  
Retention Manager for Lamudi  
0926-8826-789
- Kara Cathrina P. Kajiro  
Senior Cabin Crew for PAL Express  
0917-812-8279
- Lord Gani Santos  
Order Management Analyst for CBRE  
0995-268-1720