

## **ELVIN V. TAPIA**

**167 Tejero Subdivision, 6<sup>th</sup> Div., Patag  
Cagayan de oro City, Philippines 9000  
elvintapia2022@gmail.com  
MOBILE # +639 17777 9514  
PRC Licensed No. 0939721**

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### **EXPERIENCES**

- **Administrative Support / Sales Coordinator**

Eltete Middle East, Unit F88-89 ,IMPZ, Dubai UAE  
October 2014 – March 2016  
Passport #: EB5096538  
Residence visa

Duties and Responsibilities:

- Supports day-to-day post-sales order transactions, handles multiple low to moderately complex customer accounts.
- Assists other departments and support groups (e.g., internal sales, audit, operational support, and delivery) by reporting routine issues to the appropriate roles.
- Helps resolve minimally to moderately complex customer issues (e.g., distribution, pricing) and proactively follows-up to assist external-facing customer service representatives.
- Resolves open order (backlog) report issues of low to moderate complexity and reaches out to supply chain or factory to determine source of delay; communicates status and escalates issues to higher levels.
- Enters sales data in a timely and efficient manner, maintaining documentation and records.

- **Senior Sales Associate / Department Head/ Cashier**

Apparel Group  
FZCO, Dubai UAE  
September 2012 – September 2014

Duties and Responsibilities:

- Greets all customers with a smile and pleasant acknowledgement.
- Merchandising, and ensuring that a proper level of stock is maintained, and that the merchandise is displayed appropriately with proper signage and favourable shelf placement.
- Receiving payment by cash from the customer. Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Making daily sales report, updating masters list.
- Also part of the opening team. We already opened 3 branches in Oman (R&B Ruwi, R&B Grand Mall Muscat , R&B Sohar) and 2 branches in UAE (R&B Abudhabi , R&B Dubai)

- **Sales Coordinator**

Lv De Moda

Carmen Ilaya Cagayan de Oro City

Nov 2009-Feb2012

Duties and Responsibilities:

- Handle customer issues, resolution and communicate escalated issues to the Sales Manager
- Answer the customers' questions regarding our products, and negotiate the price on the spot.
- To arrange the merchandise properly and to supervise the ordering of supplies.
- Create proposals and send to customers
- Report weekly sales activities to direct manager
- Perform administrative duties as needed by the company

- **Marketing Staff**

Mabuhay Western Tours and Travel Agency

Capistrano St.Cagayan de Oro City

March - May 2008

Duties and Responsibilities:

- Finding a way to create interest in our company's products and services.
- Setup and coordinate meetings.
- Support staff in assigned projects
- Give a handing help in such issues relating to finance, doing estimates, billing, making reports and invoices for fees, expenses relating to marketing.

- **Inventory Control Clerk**

i SPORT LIFE, Incorporated

Escario St., Cebu City

Jan- Sept. 2003

Duties and Responsibilities:

- Maintains inventory cycle count and physical inventory programs counts and reconciles randomly chosen part numbers and/or locations
- Compiles, verifies and reports periodic statistical information to management regarding trends in customer escalations
- Ensures compliance to inventory processes and procedures as well as compliance to contractual obligations
- Other duties as required and assigned

## **RELATED LEARNING EXPERIENCES**

### **Hospitals:**

**CAPITOL UNIVERSITY MEDICAL CENTER** –Cagayan de Oro City  
**NORTHERS MINDANAO MEDICAL CENTER** – Cagayan de Oro City  
**J.R. BORJA MEMORIAL AND CITY HOSPITAL** – Cagayan de Oro City  
**CAMP EVANGELISTA STATION HOSPITAL** – Cagayan de Oro City  
**NATIONAL CENTER FOR MENTAL** – Mandaluyong City  
**PHIPPINE ORTHOPEDIC CENTER** – Quezon City  
**SAN LAZARO HOSPITAL** – City of Manila

### **Public Health:**

**CITY HEALTH** – Cagayan de Oro City  
**CUGMAN RURAL HEALTH UNIT**- Cugman , Cagayan de Oro City

### **School Health:**

**SAINT FRANCIS LEARNING CENTER**- Gusa, Cagayan de Oro City  
**CAPITOL UNIVERSITY BASIC EDUCATION** –Gusa Cagayan de Oro City

## **TRAININGS**

- **On the Job Training**  
National Statistics Office (NSO)  
Cagayan de Oro City  
March-April 2002
- **Call Center Agent**  
Capitol University  
Call Center Training  
Nov-Dec. 2008
- **Emergency First Aid at work**  
EurolinkSafety , Dubai UAE  
February 2, 2015  
Exp: February 2,2018

## **CERTIFICATES**

- **National Kidney Month Celebration**  
Theme: “Batong Malakas sa panibagong bukas”  
June 22, 2022  
Perpetual Help, Medical Center- LasPinas
- **Emergency First Aid at work**  
EurolinkSafety , Dubai UAE  
February 2, 2015
- **DOH Plans, Programs & Projects Seminar**  
Audiovisual Room, Capitol University  
Cagayan de Oro City  
October 4, 2010
- **Correctional Nursing Skilled Nursing**  
Conference Room, Capitol University  
Cagayan de Oro City  
September 9, 2010

- **Hemodialysis Critical Care Nursing**  
Conference Room, Capitol University  
Cagayan de Oro City  
September 9, 2010
- **Cardio Thoracic Care**  
Gymnasium, Capitol University  
Cagayan de Oro City  
August 7, 2010

## **SKILLS**

Time Management  
Interpersonal communication  
Business Management  
Effective listening  
Fully computer literate (Microsoft Office, Excel, Outlook, Word)  
Ability to learn and remain calm and focused under pressure  
Organized, self-disciplined and professional in demeanor

## **EDUCATION**

### **Bachelor of Science in Nursing**

Capitol University  
Corrales/ Osmeña Street Extension, Cagayan de Oro City  
2003-2010

### **Bachelor of Science in Commerce Major in Management**

Cagayan Capitol College  
Corrales/ Osmeña Street Extension Cagayan de Oro City  
1998-2002

### **Secondary Education**

Misamis Oriental General Comprehensive High School (MOGCHS)  
Velez Montalban, Cagayan de Oro City  
1994-1998

### **Primary Education**

West City Central School  
Ilaya Carmen, Cagayan de Oro City  
1988-1994

## **REFERENCES**

**Gladys Myer Ebana**  
COA, JV Serina St. Carmen  
Cagayan de Oro City  
Mob: (0905) 357 6937

**Engr. Ian Cessar Acenas**  
DHLC, Serina St. Carmen  
Cagayan de Oro City  
Mob: (0927) 154 9677

**Glanz Ang**  
ATCO, Julio Pacana, Puntod  
Cagayan de Oro City  
(0917) 706 1838

## **PERSONAL INFORMATION**

Age	:	41 years old
Date of Birth	:	November 14, 1981
Place of Birth	:	Looc, Salay Misamis oriental
Sex	:	Female
Status	:	Married
Nationality	:	Filipino
Religion	:	Evangelical
Height	:	5'3
Weight	:	105 lbs.
Spouse Name	:	Chris Edgar Ramos Tapia
Father's Name	:	Roberto Vallejera
Occupation	:	Businessman
Mother's Name	:	Rosita Vallejera
Occupation	:	Housekeeper