

# RACHEL MOREL S. CAÑIZO

## CUSTOMER SERVICE REPRESENTATIVE



To gain dynamic and challenging role that will offer the best opportunity for further development of my abilities, skills and knowledge in an established firm with long term career growth possibilities.

### CONTACT

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### APPS AND TOOLS

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- Microsoft Office ★ ★ ★ ★ ☆
- Google Workspace ★ ★ ★ ★ ☆
- Social Media Tools ★ ★ ★ ★ ☆
- Canva ★ ★ ★ ☆ ☆

### SKILLS

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- Flexible Administrative Skills
- Creative research approach and strong analytical skills
- Social Media Account Management
- Expertise in Microsoft Office and Google Products

### ACADEMIC BACKGROUND

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**POLYTECHNIC UNIVERSITY OF THE PHILIPPINES**  
Maragondon Branch  
Bachelor of Science in Electronics and Communication Engineering  
October 2007

### CAREER BACKGROUND

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#### IPQC | FQA Supervisor

PIVOT HAWK MANILA  
Peza, Rosario Cavite | February 2019 - February 2020

- Ensure strict implementation of IPQC and FQA System and Procedure.
- Handles customer complaints and provide quick solution.
- Performs immediate failure analysis and reliability testing as the need arise.
- Responsible for timely and accurate generation of the report and feedback.
- Give supports and participate in pilot run of the new product.

ALUWOOD EMIRATES LLC  
Dubai, United Arab Emirates | March 2012 - April 2017

- Establish work procedures and schedules, and keep track of the daily work of clerical staff.
- Maintain telecommunication system by following manufacturer's instructions for house phone and console operation.
- Regularly check and emails for customer response and query.
- Direct visitors by maintaining employee and department directories; giving instruction.
- Support Technical staff and Estimation Department.

#### Customer Service Engineer | Quality Engineer

DAEDUCK PHILIPPINES  
Peza, Rosario Cavite | 2008 - 2012

- Conduct verification and failure analysis on PCB and assembled product from customer.
- Immediate feedback to customer on their queries and requirement.
- Constant communication and visit at Customer Plant and conduct quality meeting.
- Assist in monitoring and analyzing the customer failure and providing legitimate data for management presentation.
- Establish criteria based on customer requirement.
- Guides for customer Audits.

## CAREER BACKGROUND

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### Document Controller Staff | ISO Department

HOUSE AND TECHNOLOGY INDUSTRY PTE LTD.

Peza, Rosario Cavite | June 2007 - January 2008

- Responsible to update Quality Manual.
- Responsible for keeping documents as well as to control.
- Updating the work instruction and procedure of each process and department registration.
- Disseminate the updated documents on concern process and department.

### Quality Assurance Inspector | Encoder

BRIDGESTONE PHILS.

Peza, Rosario Cavite | June 2006 - December 2006

- Conduct sampling inspection after Quality Control Inspection .
- Verify defects and problem on product.
- Encode results and defect found from Incoming to End Line.
- Provide Monitoring of the Defect, report to the Superior.

## CERTIFICATION AND COMPLETION

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- Introduction to Freelancing and Virtual Assistance | September 2022
- Fundamentals of Social Media Management and Marketing | September 2022
- Graphic Design - Canva
- Basic Video Editing and Photo Editing
- Facebook Algorithm | Advertising
- Tiktok Marketing
- Lead Generation

## CHARACTER REFERENCE

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- Ms. Shasha Lyne Ibarra Sandoval | Shasha.sandoval@adamo.com
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