Janica Irvette M. Cabañero

CONTACT

Mobile Phone	0927-560-9837 0947-741-7187
Telephone	(046) 423-2898
Email	janicairvette@gmail.com
Linkedin	www.linkedin.com/in/janicairvette/

KEY SKILLS

- Customer Support
- Problem Solving
- Cash Management
- Project Team Management
- Operations Management
- Sales reconciliations
- Transaction processing
- Inventory Control / Loss Prevention
- Warehouse Organization
- Warehouse Operations
- Team Building & Leadership
- Internal and External Communications

ADDITIONAL SKILLS

- MS Applications
- Media Productions
- Event Planning
- Client Relations

PROFILE

To continue my professional career with an organization that utilizes my management, supervision and administrative skills to benefit mutual growth and achieve maximum profits for the company's success. Seek to diversify my skills in another industry to gain further experience while enhancing the productivity and reputation of the company.

EDUCATION

SAN BEDA COLLEGE ALABANG
2011 - 2016
Bachelor of Arts in Communication and Media Studies

SAN BEDA COLLEGE ALABANG
2001 – 2011

EXPERIENCE

Operations Executive
Ninja Made Services Co.
January 2022 to June 2022

• Communicating with upper management to develop strategic operations goals.
• Developing strategic long-range plans to achieve strategic objectives.
• Managing the organization's fiscal operating and capital budget and expenses.
• Hiring new employees, conducting interviews, creating memos.
• Develop, implement, and review operational policies and procedures.
• Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations. Inventory of stocks and report expenses.
• Assisting the higher executives and also the owner of the company for other agendas.
• Manages the entire operations and also looks after the maintenance of equipment.
· Monitor the every performance of the employees and give feedback on what to improve.
• Manages the attendance, manpower, scheduling and talking to clients when there's a conflict or additional services.

Customer and Technical Support Representative
Highpoint Services Network Philippines Inc.
Account: Segway Ninebot US
October 2020 - October 2021

• Identifies and handles customer inquiries, resolve concerns and maintains customers satisfaction
• Identifying hardware and software solutions
• Troubleshooting technical issues Informing customers to quickly get to the root of the problem
• Providing timely and accurate feedback

- Following up with clients to ensure the problem is resolved
- Replacing or repairing the necessary parts
- Managing multiple cases at one time
- Conducting research to obtain useful information in addressing customer's issues
- Document and track customer issues using the system to ensure quick resolution
- Educate customers on the features of company/products/services to minimize technical challenges

Operations/HSE Supervisor
GZACE PHILIPPINES INC.
September 2019 – March 2020

- Regularly coordinate with the team on the status of the onshore team - Implement and monitor KPI set by clients or MS
- Conduct coaching sessions and issuing corrective actions - Monitors track the daily attendance
- Implement policies, deadlines and standards set by clients - Provide day to day operational support
- Resolve minor client and site issues
- Report to the Operations Department
- Disseminate information to employees
- Prepare and maintain statistical reports used in management decision making -particularly in attendance
- Reports and trends, schedule adherence and other reports that may be useful in operations planning and management
- Develop of reports/processes that increases the ability of the onshore project
- Institutes ways of improving the work environment and the business operation in the company
- Implementation company process, keep a close eye on the adherence to these policies, objectives and goals
- Provide support to Project and Operation in all aspects of health, safety, security and environmental issues
- Attend pre-job, planning and client meetings as required on HSE related matters
- Assist with developing HSE plans the comply with Company policies and procedures as well as client requirements
- Ensure training, toolbox meetings, and drills are implemented as part of the company's offshore training and HSE program
- Conduct HSSE Training to all new employees
- Ensure all worksites are HSE compliant with company policies and safety standards

Project Supervisor
GZACE PHILIPPINES INC.
April 2018 – August 2019

- To ensure and supervise the projects according to plan. - Developing and motivating each team that consistently produce growth to the company
- Convey and supervise contractors and subcontractors
- Establish and manage relations with independent vendors, contractors and negotiates best possible rates for products and services
- Supervise and stimulate procurement activities as required ensuring on time delivery of components and equipment
- Support cost saving development initiatives and delivery process improvements
- Scope of responsibilities include team management, project execution, stocks inventory, warehouse management, marketing sales, training, shipping, financial and operational reports

Project Operations Assistant
GZACE PHILIPPINES INC.
October 2017 – March 2018

• Filing and encoding previous and current transactions from different clients
• Invoicing and preparing documents for collection
• Assisting Operation Department in the upcoming projects - Update internal operation procedures document as needed - Support the Operations Manager in managing and resolving operational issues
• Perform general office administrative and clerical duties - Coordinate with Operations Manager to schedule team meetings and to provide follow-ups
• Scope of responsibilities; documentation, invoicing, billing concerns, assisting project coordination, inventory and project forecast reports

Project Based Production Assistant
Yellow Brick Road Productions
April 2017 - June 2017

• Assisting the needs of the artists and project managers
• Reporting the whole day schedule to Project Managers from pre-prod to post-prod
• Scope of responsibilities include day-to-day schedule, documentation, calling suppliers/clients, customer relation and project management

REFERENCES

Joven Pascua, Country Manager/CEO - GZACE Philippines Inc.
0998-866-9123

Jesel Francisco, Operations Manager - GZACE Philippines Inc.
0906-404-5535

Kevin Dale Babiano, Account Supervisor - HSNP
0945-462-8598

Rommel Lara, Operations Head/COO - Ninja Made Services Co.
0917-187-6233