



JOAN G. LIWANAG

Organized and dedicated Administrative Supervisor with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in independent or team environments. Responsible, punctual and productive professional when working with little to no supervision.

CONTACT

✉ liwanagjoan171128@gmail.com

☎ +63-955-874-2690
+63-928-395-5791

📍 203 Sto. Rosario St. Purok
2 Brgy. Tibig Bulakan
Bulacan Philippines 3017

SKILLS

- Ability to work in Team Structure
- Ability to verbally communicate with persons inside and outside the organization.
- Ability to obtain and process information
- Computer and Technical Literate (MS Word, MS Powerpoint, MS Excel)
- Knowledge in SABRE GDS
- Adaptive and Flexible

WORK EXPERIENCE

ADMINISTRATIVE SUPERVISOR July 9, 2018 - Present
BMCJR Lugaw Republic

- Carries out administrative duties such as filing, typing, copying, binding, scanning etc. Completes operational requirements by scheduling and assigning administrative projects and expediting work results.
- Responsible for the sales process from initial solicitation through contract completion. Includes identifying and sourcing prospective new franchisees and coordinating with different malls for possible lease offers.
- Represent the brand and be able to ethically coach prospects through the discovery process, financing resolution and market development.
- Responsible for managing the workflow and training new hires on how they can best serve customers and teams of employees.
- Conducting regular inspections to determine whether proper standards of hygiene and sanitation are maintained.
- Resolving customer complaints in a professional manner.
- Reviewing customer surveys to develop and implement ways to improve customer service.
- Responsible in securing the required business permits, licenses and clearances of all outlets by filing the required documents and paying the necessary fees at government agencies and regulatory bodies.

CUSTOMER SERVICE

REPRESENTATIVE April 5, 2022 - June 28, 2022
Teleperformance Philippines

- Responsible for advising clients about suitable travel options in accordance with their needs, wants and capabilities.
- Help clients plan trips to domestic or international destinations, tours, accommodation, transport, insurance and fares.
- Book tickets (flight), reserve accommodation, organize rental transportation.
- Responsible in gathering, verifying and collating data and information regarding accounts and customers before booking, cancellation and rescheduling.

SEMINARS

La Consolacion University

Philippines | January 30, 2021

Ethics in Conducting Research

Webinar

SOCIAL TRADERS - Australia |

August 26, 2020

Introduction to Social

Procurement

Webinar

TREND MICRO | August 19, 2020

Safeguarding Your Data in the New

Normal

Webinar

TREND MICRO | August 13, 2020

Embracing Positivity and

Maintaining Emotional Well-

Being During a Pandemic.

Webinar

DICT Visayas Cluster 2 |

August 7, 2020

The Impact of Technology on

Education in the New Normal.

Webinar

UBPEXCELLERATOR |

August 6, 2020

Sealed and Secured: The Low

Down on Data Privacy and Cyber

Security

Webinar

HEALTHY ECONOMIC RECOVERY OFFICER (LOCAL HERO)

June 12, 2021 -
December 31, 2021

Department of Labor and Employment

- Supervise the implementation of the HERO program (Mission Race) in the Local Government level.
- Assist in the profiling and encoding, Analyze the data gathered and ensure that all are encoded.
- Prepare and submit reports to the HERO Support copy furnished their respective Local Government Unit's and perform other task that may be assigned relative to the National Employment Recovery Strategy (NERS) action plan.

PROPRIETRESS

3A&J Beverage Trading

July 2015 -
March 2020

- Recruiting and hiring employees, providing customer support, maintaining inventories, placing orders, keeping track of books, and handling promotional and financial duties.
- Responsible for tracking the cash flow and accounts to ensure that they are being recorded and processed correctly, that assets are protected through appropriate control measures, and that financial records meet legal standards.

NEW ACCOUNTS CLERK (INTERN)

Landbank of the Philippines

April 2014 -
June 2014

- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record.
- Onboarded new temps by entering employee information into systems.
- Responsible for the explanation of the available accounts and release of ATM Cards.

SEMINARS

VIBAL GROUP | August 5, 2020

I Foster, You Move Further: The Role of Teachers in Promoting Independent Learning to SHS Students.

Webinar

CELBEX 2013 | September 23, 2013

Central Luzon Business Expo
Hilaga Village, San Jose City of San Fernando Pampanga

GO NEGOSYO | November 19, 2013

Entrepreneurship Summit
SMX Convention Center, SM Mall of Asia, Pasay

REFERENCES

Mr. Bienvenido M. Cruz Jr.
Owner | BMCJR Lugaw Republic
+63-920-979-5251

Mr. Ruel V. Bernabe
Public Employment Service Office (PESO) Manager – Municipality of Bulakan
+63-905-285-8672

This is to certify that the above information are true and correct to the best of my knowledge and belief.

Joan G. Liwanag

EDUCATION

LA CONSOLACION UNIVERSITY PHILIPPINES
City of Malolos, Bulacan Philippines 3000
Master in Business Administration (Undergraduate) 2018-2022

LA CONSOLACION UNIVERSITY PHILIPPINES
City of Malolos, Bulacan Philippines 3000
Bachelor of Science in Business Administration Graduate: Oct 18, 2014
Major in Financial Management

LA CONSOLACION UNIVERSITY PHILIPPINES,
City of Malolos, Bulacan Philippines 3000
Bachelor of Science in Accountancy (Undergraduate) 2008-2010

ASSUMPTA ACADEMY
San Jose Bulakan Bulacan Philippines 3017
Secondary 2004-2008

ASSUMPTA ACADEMY
San Jose Bulakan Bulacan Philippines 3017
Elementary 1998-2004

CERTIFICATES

Contact Tracing Level II Dec 2020 -
TESDA KORPHIL IT Training Center Jan 2021

Preparing Cake
Technical Education and Skills Development Authority (TESDA) Jan 10, 2021

Performing Solid Waste Management in Workplace
Technical Education and Skills Development Authority (TESDA) Dec 22, 2020

Practicing COVID-19 Preventive Measure in the Workplace
Technical Education and Skills Development Authority (TESDA) Dec 21, 2020

AWARDS

Perfect in Attendance
Best Club Member
Loyalty Award/Residence Award

SCHOLARSHIP

- Tulong Pang-Edukasyon Para sa Bulakenyo (PGB Governor Daniel R. Fernando Scholarship Program)
- Augustinian Sisters of Our Lady of Consolacion Scholarship Grant