

JAMAICA D. CASIGURAN

Been in the industry for 6 years now. Multi-tasking Administrative Aide for 2+ years with 2+ years of experience supervisory in the retail and direct selling industry. Highly trained in customer service excellence. Proficient in Microsoft applications such as Word, Excel, Powerpoint, and Publisher.

Experience

2019-Current

Administrative Aide III

Department of Education, Calasiao Comprehensive National High School

- Facilitates learning in the secondary school functional lesson plans, daily log of activities, and appropriate, adequate, and updated instructional materials (print and non-print)
- Monitors assess and evaluate students' progress.
- Undertakes activities to improve performance indicators.
- Maintains updated student school records.
- Updates parents' and students' progress regularly.
- Supervises curricular and co-curricular projects and activities.
- Participates in staff development, and activities and utilizes KSAs gained from seminars, training, and scholarship.
- Maintains harmonious relationships with fellow teachers, other school personnel, parents, and stakeholders.
- Supports activities of governmental and non-governmental organizations.
- Does related work.

2018-2019

Selling Department Supervisor

Ladies Fashion Management Corp.

- Oversee day-to-day operations to monitor the selling area's tidiness, safety, and convenient environment.
- Communicate individual sales targets & new promotions to hit the daily quota.
- Managed inventory to lessen the unsold items, lessen the bad order, dispose of all old stocks and turn them into sales.
- Checked Items for Pull-out to make space for in-demand items.
- Managed operating expenses (OPEX) to reduce unnecessary expenditure and maximize the available resources.
- Administered Staff to check each sales clerk maximizing their time.

2016-2017

Business Development Officer

Personal Collection Direct Selling, Inc.

- Trained newly recruited dealers on how the business flow, prepared presentation of monthly promos to be offered by dealers, and Implemented how to turn the income opportunities into sales.

Personal Info

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- Area Saturation and Recruitment of Dealers. We went out from house to house to conduct a presentation on business opportunities in barangays.
- Branch Activities Facilitation for weekly activities like birthday celebrations of active dealers to motivate them to sell more. Welcome party for newly recruited dealers.
- Customer Service comes for after-sales monitoring, on how was their experience.
- Monitored Training Effectiveness and Follow-up for their potential recruitment to build up their rank.
- Coached and Mentored Dealers who are having a hard time offering their products and techniques on how to build a rapport.
- Submitted and do other reports needed.

2015-2016

Customer Service Representative

Philcopy Corporation

- Responsible for Business Operations; Preparing all documents for Sales Transactions.
- In charge of the warehouse; Monitoring stocks, maintain inventory, order office supplies.
- Greet customers
- Processed payments; cash, cheques & credit/debit card
- Received calls
- Transfer calls
- Record & relay customer concerns
- Prepare monthly reports
- Support sales; assist with Account Executive needed marketing materials and office supplies
- Assisted Cash Representative in balancing cash flow and sales reports.

Education

2010-2014

University of Pangasinan Phinma Education Network, BSBA in Marketing Management

Skills

- Ability to maintain cool and respond logically in a stressful situation
- Experienced as supervisor attending concerns of difficult customer
- Strong background in administrative tasks and customer service
- Excellent interpersonal skills
- Experienced in Microsoft Office

Certificates

- **Division Seminar-Workshop on Customer Service Excellence for School-Based Non-Teaching Personnel in the New Normal.**- Lingayen, Pangasinan. 2022
- **Jumpstart your Financial Future**- University of Pangasinan-PEN, Dagupan City, Pangasinan. 2014.
- **SAP (System Application and Products) Business One**- University of Pangasinan PEN. Dagupan City, Pangasinan. 2013
- **International Marketing and Branding Conference 2013 "BRANDTOLOGY: MARKETING GLOBALLY"**- University of the Philippines-DILIMAN, Quezon City. 2013
- **Seminar of Strategic Value Management**- University of Pangasinan. 2012
- **SABM RESEARCH FORUM 2011**- Saint Louies University, Maryheights Campus Bakakeng, Baguio City. 2011.
- **THE RISE OF DIGITAL MEDIA**- AFP Theater, Camp Aguinaldo, Quezon City. 2011.