

Nicere May Alvarado

Office Clerk

Resourceful and experienced worker offering expertise in scheduling and coordinating meetings, financial and expenses reports, travel coordination and file management. Detail-oriented team player with strong organizational skills. Proven track record of maintaining efficient office operations.



Contact

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Skills

Administrative staff
supervision

Supporting sales staff

Administrative ability

Staff scheduling and
supervision



Work History

2021-06 -
2023-01

Administrative Staff

Breche Enad Online Marketing OPC, Minglanilla, Cebu

- Answered multi-line phone system and transferred callers to appropriate department or staff member.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries over 15 customer calls per day.
- Created welcoming environment for customer by greeting and assisting, as well as quickly responding to customer inquiries and needs.
- Created and updated records and files to maintain document compliance.
- Input data and processed system change to generate accurate reports.
- Assisted in conducting orientation of Merchants and Accredited Delivery Driver Partners.
- Recorded daily sales income and disbursement expenses.
- Recorded accounts payable and accounts receivable.
- Prepared Payroll and released salaries.
- Processed payments and bank transactions for employee contributions, company bills, permits, and taxes.

2017-12 -
2021-01

Small Business Owner

Alvarado's Ice Candy Store, Talisay City, Cebu

- Promoted business via social media to generate leads and maximize brand identity.
- Fulfilled customer shipping needs by

Staff Management

Administrative tasks

Scheduling

Expense Reports

completing all purchase orders and customer invoices around 25 customers per day.

- Devised processes to boost long-term business success and increase profit levels.
- Provided elite customer service by resolving escalated problems and calmly responding to shifting priorities.
- Advertised products and services online, social media and through traditional campaigns to target ideal consumers.
- Managed purchasing, sales, marketing and customer account operations efficiently.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.

**2015-04 -
2017-11**

Office Staff

*Malapascua Aquasports Corporation,
Malapascua, Daanbantayan, Cebu*

- Scheduled and coordinated travel arrangements for guest.
- Answered and managed over 30 guests incoming and outgoing calls by phone, email, or in-person to provide information.
- Sent guests diving quotations and invoices thru email.
- Completed clerical tasks such as filing, copying, and distributing mail.
- Submitted employee payroll documentation weekly to avoid errors and kept employees paid accurately and on time.
- Maintained and updated office records, both digital and physical.
- Assisted with budgeting and financial management to keep office operating within budget.
- Ordered office supplies and kept office stocked with needed resources to operate smoothly.



Education

2002-11 -
2003-06

Training Course: Infant/Elderly Care Giving

Cebu Normal University - Osmeña Blvd., Cebu Philippines

1996-06 -
2000-03

Bachelor of Science: in Commerce Major in - Entrepreneurship

University of San - Jose Recoletos - Magallanes Street, Cebu City

1992-06 -
1996-03

High School Diploma

St. Scholastica's Academy - Tabunok, Talisay, Cebu



Certifications

2021-08

Social Security System In-Depth Online Seminar



Social Security System In-Depth Online Seminar August 16-17, 2021 16 Hours Online Seminar

Employees Compensation(EC) programs including updates and computation of benefits.

- Contribution Medical Benefits
- Non-Medical Benefits
- Short Term Member Loans
- Online/Self-Service Facilities



Character Reference

MRS. ARLENE SUSUSCO

Bukas Loob sa Diyos Catholic Charismatic Covenant Community

Shepherd

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MRS. Christine Frances Morales

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Financial Advisor

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