



 +63928-983-1452

 aannflores29@gmail.com

 Argao, Cebu

SKILLS

- Excellent in Ms.Office, Excel, Powerpoint & Outlook
- Trained for Customer Service
- Communication Skills
- Flexible
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LANGUAGES

- English
- Filipino

ANGEL ANN FLORES

PROFESSIONAL EXPERIENCE

Personable and dedicated experience Human Resource Officer with 6+ years of experience in benefits management and administration, as well as staff recruitment and development. Highly skilled in organization, time management and confidentiality.

WORK EXPERIENCE

Vellumme Innovations/Human Resource Officer

August 2021-Present

- Recruitment Process
- Compensation and Benefits
- Admin task and Record-keeping (201 files)
- Assists management process and System
- Monitor Employee Performance

Argao Bay Eco-Park Resort Hotel/HR Officer

January 2019-July 2021

- Recruitment Process
- Compensation and Benefits
- Assists Management and other Admin tasks
- Monitor Employee performance
- Maintaining employee file
- Maintaining employee wellness, welfare, and health.

Khalid Almohaisin Trading Est-Dubai/Secretary

February 2018-December 2018

- Answering phone calls
 - Maintaining diaries and Arranging Appointments
 - Assists visitors or client
 - Answering Inquiries about Company related activities or questions
 - Typing, preparing and collating reports and files
 - Maintain company and Owner files
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Kimes Foods International Inc./HR Officer

May 2015–February 2018

- Recruitment and Staffing
- Compensation and Benefits
- Administration and Record-keeping (201 files)
- Assists management process and System
- Monitor Employee Performance

Convergys (Concentrix now)/CSR

May 2014–April 2015

- Manage large amount of incoming calls
- Generate sales leads
- Identify and Assess customers needs to achieve Satisfaction
- Build sustainable relationship with the client in order to gain more Trust
- Provide accurate solution to each concern/problems/issue
- Meet personal Quota and Sales Target
- Take extra mile to engage customers
- Follow communication guidelines, procedures and policies

Qualfon Cebu Phils/CSR

October 2013–April 2014

- Manage incoming calls and customer service inquiries
- Assists customer concerns
- Provide accurate solutions to their problems
- Identify and Assess customers needs to achieve satisfaction

EDUCATION

University of Cebu–Main Campus 2010–2013

Bachelor of Arts in Psychology