

ROSE ANN ISON VILLALVA

Address: 42 Ipil Rd. Pilar Village, Las Piñas City, 1750 Philippines

Contact no.: (+63) 0949-617-7433 **Email:** villalvarai@gmail.com

OBJECTIVES

Seeking a position in the industry that offers growth opportunities and allows me to utilize my experience. To be responsible for a reputable organization which provides me with ample opportunities to enhance my skills and knowledge along with contributing to the growth of the organization.

SKILLS

- Computer literate
- Customer service oriented
- Product packing
- Shelf stocking
- Can operate photocopier machine
- Flexible and can quickly adapt to new environments

WORK EXPERIENCE

- 10/2017 to 01/2018 **Billing Staff**
Fast Cargo Logistics Corporation – Alabang, Muntinlupa City, Philippines
- Clerical tasks (preparing invoices and data entries)
 - Handle complaints from clients regarding their invoices
 - With experienced in e-Fastrak (system)
- 07/2016 to 07/2017 **Customer Service Representative**
Fast Cargo Logistics Corporation – Alabang, Muntinlupa City, Philippines
- Maintained organized the records of delivered goods and emailed reports
 - Handling inbound and outbound calls
 - Handling customer inquiries
 - Fieldwork (assigned in warehouse)
- 05/2015 to 07/2016 **Sales / Administrative Support**
ZGN Enterprises – Pasay City, Philippines
- Attending supplier meetings
 - Doing clerical tasks
 - Handling inbound calls and sending emails
- 01/2013 to 03/2015 **Project Corporate Services Staff**
SMART Communications, Inc. – Makati City, Philippines
Under Agency: POINTMAN PLACEMENT SPECIALIST, INC.,
- Accounts Payable
 - Processing of hotel accommodation billings of the company
 - Processing of manpower billings
 - Manually supplies inventory
 - With experienced in System Application Product (SAP)

- Leasing Officer
 - Doing fieldwork (visiting the cell site area)
 - Negotiation with clients regarding their renewal of contract
 - Facilitate client meetings

10/2011 to 03/2012

Check-out Clerk

METRO Gaisano Mall

Valueshop Market! Market! Inc. – BGC, Taguig City, Philippines

- Checking the quantity and quality of purchased items
- Assisting the customer with the bagging of their purchases
- Create and maintain counter checking reports and inform supervisors of any outstanding issues regarding missing items

EDUCATION

2007-2011

Bachelor of Science in Travel Management

Taguig City University

Upper Bicutan, Taguig City, Philippines

2002-2006

Maria Concepcion Cruz High School

Pateros, Metro Manila, Philippines

1996-2002

Ususan Elementary School

Ususan, Taguig City, Philippines