



**REYMUND DELA REA AGUS**  
**GENERAL TRIAS CAVITE**  
**PHILIPPINES**  
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## **OBJECTIVE**

To be employed in an established institution, to have a better career where I can apply my skills, knowledge, and capabilities so that I can contribute to the success of the institution I'll be joining with.

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## **EDUCATION**

Bachelor of Arts in Mass Communication  
Major in Journalism  
Cavite State University  
Indang, Cavite Philippines  
2000-2005

Amadeo National High School  
Amadeo, Cavite Philippines  
1996-2000

Amadeo Elementary School  
Amadeo, Cavite Philippines  
1990-1996

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## **SKILLS**

- \*Process Improvement
  - \*Reporting and Insights
  - \*Coaching and Mentoring
  - \*Customer Service
  - \*Excellent Communication Skills
  - \*Technical Support
  - \*Problem Solving
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## **WORK EXPERIENCE**

### **Conduent**

#### **Supervisor, Customer Experience**

7<sup>th</sup> Floor, One E-COM Center, Palm Coast Avenue, Mall of Asia Complex, Pasay City  
Sep 14, 2022 – Current

- \*Doing service recovery (CSAT and NPS driven)
- \*Conducting one-on-one coaching for process improvement through RCA
- \*Facilitating team meeting for updates, new process, and scorecards
- \*Administrative task (reporting, insight, final interview of applicants for the program)
- \*Doing floor walk for assistance and side by side for monitoring

### **SY3 Energy**

#### **Executive Assistant to the CEO**

General Trias Cavite  
Feb 2022-Aug 2022 (Project Based)

- \*Taking minutes of the meeting
- \*Updating calendar of activities and schedules
- \*Facilitating meeting for upcoming events
- \*Reminding appointment/schedules of the CEO
- \*Admin task: printing, filing, scanning, documentation
- \*Answering e-mails/queries from clients and internal
- \*Booking of restaurant, hotels, and flights

### **IQOR**

#### **Operations Supervisor**

Dasmarinas Cavite  
Aug 2021 – Feb 2022

- \*Handled 20 FTE's
- \*Conducting one-on-one coaching for process improvement through RCA
- \*Facilitating team meeting for updates, new process, and scorecards
- \*Administrative task (reporting, insight)
- \*Doing floor walk for assistance and side by side for monitoring
- \*Answering escalated calls

## **Intertek Testing Services**

### **Compliance Analyst/Audit Analyst**

2307 Intertek Bldg. Pasong Tamo ext Magallanes Makati City

February 29, 2016 to August 13, 2021

- \*Checking compliance for the audited facility that produces Disney products
- \*Data entry/audit analysis
- \*Answering email/queries from auditors and regional analyst
- \*Corporate social responsibility audit

## **Sykes Philippines**

### **Team Leader**

Shaw 500 Zentrum, Shaw Blvd Mandaluyong City

August 12, 2013 to February 25, 2016

- \*Handled 16 FTE's
- \*Conducting one-on-one coaching for process improvement through RCA
- \*Facilitating team meeting for updates, new process, and scorecards
- \*Administrative task (reporting, insight)
- \*Doing floor walk for assistance and side by side for monitoring
- \*Answering escalated calls

## **Rasgas Limited**

### **Administrative Staff / Office Support**

Doha, Qatar

August 15, 2010 to Aug 2013

- \*Assigned in legal, marketing and facilities management department
- \*Deals with Logistics, warehouse and parcel deliveries
- \*Deals with encoding and answering emails
- \*Deals with bills, vouchers and invoices
- \*Assigned in document controlling and forwarding it to various department
- \*Involved in Hub and assigning of drivers for deliveries and pick up

## **SPI Technologies**

### **Editorial Support/Email Support**

Parañaque City, Manila Philippines

January 28, 2008 to August 11, 2010

- \*Answering email/inquiries of clients
- \*Checking of manuscripts (data, graphs and tables)
- \*Proof reading
- \*Updating customers information in the database
- \*Deals with Microsoft word, excel, power point

## **Smart Communications**

### **Admin Staff for Warehouse and Logistics**

Mandaluyong City

Deember 2006 to January 2008

- \*Assigned in Cards and Phones Department
- \*Conducts inventory and storekeeping
- \*Releasing and dispatch
- \*Assign logistics and drivers for their routes

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## **SEMINARS ATTENDED**

Marketing Strategies in a Shoestring Economy	July 25, 2004
Fundamentals of Customer Service	Mar 27, 2009
Effective Communication and Proper E-mail	Mar 09, 2009
Effective Communication: Assertive Communication	Mar 23, 2009

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## **REFERENCES**

Raquel Sese  
Sr Global Director  
Intertek Testing Services

John Robert Garcia  
Operations Manager  
Sykes Philippines

Jell Catherine Villamar  
Operations Manager  
Conduent

Katrina Mae Villaroman  
Senior Operations Manager  
Conduent