

ARC KEVEN S. AZUELA

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EMPLOYMENT

- I. Remote Virtual Assistant
UPWORK
April 2019 - Present
 - Provided comprehensive administrative support to clients across various projects.
 - Facilitated communication with C-suite level partners and esteemed clients.
 - Managed company orders, invoices, and receipts for client accounts and partner suppliers.
 - Oversaw selected suppliers and providers throughout the order-to-invoice process.
 - Liaised with project supervisors to ensure timely client requests and updates.
 - Managed incoming supplier calls via VOIP or the 3CX web and iPhone app.

- II. Science Research Specialist (Executive Assistant II Role)
PHILIPPINE RICE RESEARCH INSTITUTE
Feb 2020 - Sep 2020
 - Assisted RCEF Director and managed schedule of activities.
 - Handled incoming and outgoing letters, invitations, and official project engagements.
 - Drafted official documents and minutes of meetings.
 - Contributed to the formulation of strategies for project improvement.
 - Managed the RCEF Seed Program Facebook page and created content for posting.
 - Handled clients' issues and concerns through post replies and private messaging.

- III. Greenhouse Intern
PLANTPEDDLER, INC. (YOUNG PLANTS GREENHOUSE FACILITY)
February 2018 - February 2019
 - Assisted growers in daily operations of the greenhouse facility.
 - Supported the use of greenhouse equipment following SOP.
 - Aided in watering using Cherry Creek Systems (Customized Double Rail Boom).

- IV. ESL Tutor
SUNWAY, BPO INC.
June 2014 - November 2015
 - Drafted individual course curriculum for students of different proficiency levels.
 - Utilized ClassIn for interactive online-based teaching experience.
 - Taught preparatory courses based on Listening, Speaking, Writing, and Reading.
 - Conducted daily accent training sessions.
 - Evaluated and assessed student performance based on KPIs.

- V. Customer Service Representative (Call Centre)
SUTHERLAND GLOBAL SERVICES
April 2013 - May 2014
 - Managed offshore customer service operations.

- Handled accounts creation, suspension, and reactivation.
- Achieved first call resolution and maintained average handling time metrics.
- Ensured customer satisfaction and met sales quotas.
- Maintained confidentiality of information and handled client accounts.

EDUCATION

Bachelor of Science in Agriculture

CENTRAL MINDANAO UNIVERSITY, Musuan, Maramag, Bukidnon, PH 2010 - 2017

- Major in Plant Pathology, Minor in Entomology
- GPA: 1.714
- Undergraduate Thesis: PHYTOEXTRACTS AGAINST *Fusarium oxysporum* f. sp. cubense TR4 ON 'CAVENDISH' CULTIVAR

CHED Certificate of Agricultural Science

CENTRAL MINDANAO UNIVERSITY, Musuan, Maramag, Bukidnon, PH 2010 - 2012

SKILLS

- ❖ Microsoft Office Suite: MS Word, MS PowerPoint, MS Excel
- ❖ Sourcing suppliers and OEM manufacturers in Alibaba
- ❖ Google search, Google maps, Google Analytics
- ❖ CRM (Customer Relations Management) System Software
- ❖ Sony Vegas Pro 13, Adobe InDesign
- ❖ DSLR photography, video editing
- ❖ Laboratory, Greenhouse, and Field data gathering, analysis, and interpretation

TESTS and CERTIFICATIONS

TOEFL Essentials (English Test). Score: 10.5 out of 12.

REFERENCES

[Available upon request]