

# WILMA P. GABUYA

## ADDRESS

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## EMAIL

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## PHONE

(306) 307 0813

## EDUCATION:

BS in Computer Science  
Asian College of Technology  
March 2004, Cebu  
Philippines

## SKILLS:

Customer service  
Detail oriented  
Merchandising knowledge  
Time management  
Microsoft Office, Outlook  
ERP System

## PROFESSIONAL PROFILE:

Customer Service Representative with over 10 years of experience in managing customer accounts, including product development stage, production monitoring and strong customer care. Possesses a positive attitude, detailed oriented, responsible, competitive, flexible and fast learner in the job being assigned. Aiming to use and boost my skills to effectively fill the vacant role in your company.

## EXPERIENCES:

### Customer Service Representative | Phuc Thang Fine Furniture, Vietnam (Manufacturing) October 2017 – September 2023

### Customer Service Representative | Outlook International Ltd., Philippines (Buying Agent) October 2007 - April 2016

- Greets and assists visiting customers, tours them in production line, review sample or check production orders.
- Receives, relays, and answers all electronic mails from customers in a prompt manner.
- Processes customer's sample/production order via ERP system.
- Provides product information for technical drawings to proceed product making.
- Monitors and keeps track of production update and sends weekly production status.
- Issues shipping reminder and shipping alerts for orders almost due or already overdue.
- Captures and documents all relative product information/concerns during client's review and disseminate to all concern individuals.
- Coordinates with color development lab, production, purchasing and costing department to ensure client's inquiry, request and concern are well taken care of.
- Creates and maintains file for every item covering all issues for easy tracing in ERP system.
- Creates invoice and shipping report for payment purposes.
- Generates monthly summary of shipments.

### Warehouse Manager | Alcon Group of Companies, Cebu Philippines July 2016 – October 2017

- Reports directly to the President
- Manages and monitors leadman personnels in their designated areas.
- Making sure that company standards and procedures are properly executed and maintained within the warehouse.
- Checking finished product deliveries, making sure necessary requirements are present like barcode, MIP stickers, labeling etc.
- Making sure that production meets delivery date.
- Monitor the inventory of supplies and raw materials.

### QA Staff / Laboratory Staff | Outlook International Ltd., Philippines July 2005 – October 2007

- Maintains record of items received for testing and send reports to customers.
- Conducts testing such as moisture checking, film thickness and sheen readings, basic performance test.
- Creates testing reports.
- Generates monthly reports (Test Tracking Summary for Invoicing, Lab Performance Summary)
- Arrange/books travel and accommodation for Quality Inspectors and managers for domestic travel.

### Office Staff | Absolute Jewelry Export, Philippines June 2004 – July 2005

- Assists the designer in day-to-day activities.
- Edits image using Adobe Photoshop
- Responsible for business correspondence with the designer
- Encodes job order
- Monitors, maintains and manages the inventory of raw materials e.g. Silver, imported stones, shells etc.