

KIM G. MENTA

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OBJECTIVE

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

WORK EXPERIENCE

OPERATIONS SUPERVISOR

IQOR Philippines

August 2022 - Present

- Managing workflow.
- Training new hires.
- Creating and managing team schedules.
- Reporting to HR and senior management.
- Evaluating performance and providing feedback.
- Identifying and applying career advancement opportunities.
- Helping to resolve employee issues and disputes.

SK KAGAWAD

SK Sorsogon

June 2018 - December 2023

- Set ups and monitors various youth projects.
- Helps with overseeing Barangay activities.
- Provides support to the Barangay officials and staff.
- Attend leadership trainings.

SERVICE CREW

Mad For Wings

January 2022 - March 2022

- Handled cash and credit card transactions quickly and accurately.
- Assisted management with inventory control and stock ordering.
- Maintained positive attitude and resolved customer complaints promptly and professionally.
- Took initiative to find extra tasks when scheduled duties were completed.
- Cross-trained new crew members.

TECHNICAL SALES SUPPORT SPECIALIST

DJH Communication Services

January 3, 2021 - February 17, 2022

- Make outbound customer calls to promote and sell a product or service.
 - Record outbound call history and customer response in detail.
- Assist and support sales, marketing or other departments in handling customer requests and needs.
- Contact prospective customers by both telephone and email.
 - Assist customers during software releases, including answering questions and general systems support when necessary.
 - Coordinate with other Support Specialists to assist with calls and take over when dealing with a challenging customer concern or request.

PUBLIC RELATION OFFICER INTERNAL

Supreme Student Council – University of Sto.Tomas Legazpi

June 2018 – December 2021

- Planning publicity strategies and campaigns.

Writing and producing presentations and press releases.

- Dealing with enquiries from the public, the press, and related organisations.

- Organising and attending promotional.

Events such as press conferences, open days, exhibitions, tours and visits.

- Speaking publicly at interviews, press conferences and presentations. Providing clients with information about new promotional

opportunities and current PR campaigns progress.

- Analysing media coverage.

CUSTOMER SERVICE REPRESENTATIVE

Alorica, Clark Philippines. Inc

April 2021 – July 2021

- Receiving and placing customer service telephone calls.

- Maintaining solid customer. relationships by handling questions and concerns with speed and professionalism.

RECEPTIONIST AND SERVER

PH12 Korean BBQ and Grill

December 2019 – March 2020

- Welcome customers and assign their seats.

- Assist and tend to customer's needs.

SALES EXECUTIVE

Macrologic Diversified Technologies Inc.

March 2018 – March 2019

- Handles new sales businesses.

- Assist new clients in selecting the best package for their needs

SKILLS

- Leadership

- Microsoft Applications

- Google Suite

- Good Communication

- Critical Think

- Public Speaking

- Customer Service

- Management

- Adaptability

EDUCATION

JUNIOR HIGH SCHOOL

Sorsogon National High School

2012 – 2016

SENIOR HIGH SCHOOL

TVL- ICT

Information Computer Technology

The Lewis College

2016 – 2018

BS BUSINESS MANAGEMENT

Majoring in Financial Management

University of Sto. Tomas-Legazpi

2018 – 2022

REFERENCES

MR. ARMAN MENTA

CEO, Macrologic Diversified
TechnologiesInc.
09175384566

MR. JOHN JUSTINE HUGENIO

Owner, PH 12 Korean BBQ Grill
09452203464

RICKY J. HAGOS

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09092083330