

# Princess Andrea Dela Cruz

## Task Manager

A detail-oriented, self-motivated professional individual that desires for a greener pasture and to join a competitive company that can help me nurture and develop my professional skills. Strong expertise in customer service orientation and have technical competency in SAP and MS Excel.

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## WORK EXPERIENCE

### Task Manager CPS 3DMAKER

04/2022 - Present

#### Achievements/Tasks

- Dispatching and uploading test and live dollhouse assembly projects.
- Verifying the tasks submitted are quality, on time and free from error prior uploading to the system.
- Shepherding new recruits through the pipeline of training and certification.
- Recording volume of dollhouses accomplished for pay out calculations.
- Coordinating queries and feedback to partners.
- Data gathering for research and transferring files and details for master list.
- Preparing invoices and pay out calculations.

### Credit Card Personalization Associate EastWest Banking Corporation

07/2018 - 02/2022

BGC, Taguig City, Taguig

#### Achievements/Tasks

- Carrying out general client services such as responding to phone calls and emails.
- Ensure that received cards are complete and accurate based on transmittal report.
- Obtain pull out/redelivery request from Customer Contact Tracking System, Card Delivery Monitoring System and email.
- Update alternate address, phone numbers and landmarks on the delivery receipt to ensure delivery.
- Assess and verify the accounts for credit card redelivery.
- Extract data to create monthly destruction guide.
- Extract list of cards to be destroy based on the date indicated in the destruction guide.
- Validate cards included on the destruction list.
- Conducts monthly inventory of returned cards.

Contact : Remedios T. Bachar - 0995-961-2441

## EDUCATION

### BSBA Major in Business & Operations Management with Specialization on Service Management

De La Salle University - Dasmariñas

06/2013 - 07/2017

## SOFT & TECHNICAL SKILLS

Strong work ethic

Team Player

Can work with minimal supervision

Flexibility / Adaptability

Customer Service oriented

Time Management

Ability to work under pressure

Operations & Strategic Management

Business Service Management

Proven record of reliability and responsibility

SAP

## CERTIFICATES

Certificate of Completion: The BSP Circular No. 857 & 1048 and the EW Consumer Protection Program (08/2018 - 11/2021)

C/o EastWest Bank Learning & Development

Certificate of Completion: Foreign Account Tax Compliance Act and Data Privacy Act of 2012 Modules (08/2018 - 09/2021)

C/o EastWest Bank Learning & Development

Certificate of Completion: Occupational Health and Safety Modules (10/2020 - 09/2021)

Certificate of Completion: Anti Money Laundering Act Modules (08/2018 - 04/2021)

C/o EastWest Bank Learning & Development

SAP – BUSINESS ONE - Logistics & Financial Module

Rating: 100% or 4.00

Aspiring Minds Computer Adaptive Test: June 23, 2016

Can apply as Data Processing Specialist, Call Center Agent, Computer User Support Specialist and Administrative and Procurement Professional.

Certified Working Proficiency in English (TOEIC)

Microsoft Office Specialist - MS Excel 2013 (03/2015)

[verify.certipoint.com/JdBh-4TYS](https://www.verify.certipoint.com/JdBh-4TYS)

## TRAININGS ATTENDED

Signature Verification and Forgery Detection Seminar- October 01, 2019

C/o EastWest Bank Learning & Development

Basic Course in ID Cards & Check Fraud Detection & Prevention Seminar - March 19, 2019

C/o EastWest Bank Learning & Development