



ROSE ANN CUASAY

Consultant

CONTACT

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EDUCATION

Bachelor of Science in Business Management

Major in Financial Management

Batangas State University

2005-2009

SKILLS

Multitasking

Leadership

Business Management

Customer Service

SALES

Marketing

Travel Management

Organization

Computer Skills

WORK EXPERIENCE

PROJECT-BASED CONSULTANT (REMOTE) 2022-Present ML VISA PROCESSING SERVICES

My roles:

- Working directly with the CEO
- Knowledge in Chinese visa online application
- Knowledge in getting an appointment for client's personal appearance
- Checking clients requirements for visa application and conduct interview when needed
- Send email to parties that needs to be reached
- Knowledge in ticket booking, hotel accommodations, and car services
- Prepare travel itinerary
- Researching travel deals and evaluating prices
- Sending invoices for billing
- Other tasks given by the boss.

BUSINESS MANAGER

ML GROUP OF COMPANIES OCT 2020 - JUL 2022

My roles:

- Provide solutions to issues.
- Work hand in hand with the CEO regarding the businesses
- Meeting with high profile clients and discussing service contract
- Travel tickets and hotel bookings arrangements
- Preparing Travel Itinerary
- Prepare regular reports for upper management
- Preparing payroll and issuing COE request of employees
- Prepare contracts for ML Visa Clients, ML Motorcycle Trading and Masman General Trading clients
- Approve loan applications for both motorcycle and personal loans
- Calculating interest rates and monthly amortization
- Budget allotment for purchases
- Inventory and Sales report for ML Korean Minimart, ML Motor Trading
- Setting and Calculating budget for the supplies
- Supplies acquisition approval
- Negotiating with suppliers
- Responsible in improving efficiency and increasing departmental profits while managing the company's overall operations
- Formulating overall strategy, managing people and establishing policies
- Design strategy and set goals for growth
- Maintain budgets and optimize expenses.
- Approving and authorizing payment of all accounts, ensuring all purchases and payments are conducted in accordance with the company's purchasing policy/procedures
- Set policies and processes
- Ensure employees work productively and develop professionally
- Oversee recruitment and training of new employees
- Evaluate and improve operations and financial performance

INTERESTS

Cooking
Watching
Educational Vlogs
Nature Seeing
Listening to Music
Watching Movies
Online Shopping
Travelling

AFFILIATION

Million Dollar Round Table
Qualified Member
2018-2020

LANGUAGE

English
Filipino

BANCASSURANCE SALES EXECUTIVE **BPI AIA LIFE ASSURANCE CORP**

JAN 2016 -
OCT 2020

My roles:

- Responsible in offering product solutions on financial needs of BPI customers
- Responsible in collecting overdue payments of the clients
- Responsible in informing clients their next payment dues.
- Cross-sell and upsell BPI-AIA products to BPI customers
- Establish, maintain and grow good relations with bank partners in the branch, and prospective and existing clients of BPI
- Provide excellent customer service and after-sales service to clients
- Prepare, submit and analyze sales report on a regular basis
- Attend weekly meetings with bank partners and Bancassurance Area Manager for production updates and marketing campaigns
- Establish client insurance coverage, calculate premiums and establish method of payment
- Provide information concerning group and individual insurance packages, the range of risk coverage, benefits paid and other policy features
- Ensure appropriate forms, medical examinations and other policy requirements are completed
- Monitor insurance claims and respond to clients' enquiries
- Identify and solicit potential clientele.
- Ensuring that Sales target and quotas are met

RESTAURANT MANAGER **MANG INASAL PHILIPPINES -** **KENCHI LASANI FOODS**

OCT 2014 -
DEC 2015

My roles:

- Understood completely all policies, procedures, standards, guidelines and training programs
- Ensured that all guests feel welcome and are given responsive, friendly and courteous service at all times
- Prepared daily commissary orders
- Prepared daily sales report
- Ensured that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards
- Prepared monthly dues payment
- Prepared forecast orders and sales
- Assisted other store members to complete opening, closing and prep lists
- Control inventory, monitor revenues and modify procedures and prices
- Actively managed other members by working hands on in making food, servicing customers and overseeing the coordination of deliveries
- Prepared crew schedules
- Resolve customer complaints and ensure health and safety regulations are followed

CUSTOMER SERVICE ASSOCIATE **TELETECH**

MAR 2013 -
JAN 2014

My roles:

- Collected overdue payments from customers
- Accepted and processed online payments
- Answered phone enquiries from customers and investigate complaints regarding the establishment's goods, services and policies; arrange for refunds, exchange and credit for returned merchandise; receive account payments
- Wowed customers with ability to resolve their concerns with enthusiasm
- Ultimately provided excellent customer service that keeps the customer coming back
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution

**MARKETING ASSOCIATE
TOYOTA PASONG TAMO INC.**

JUL 2012 -
FEB 2013

My roles:

- Explained products or services
- Planned and scheduled appointments
- Accomplished daily reports
- Performed showroom duties and attends to customers' inquiries and problems
- Maintained existing accounts
- Prepared documentation and receives payments
- Assisted in releasing and delivering units
- Performed demonstration of units to customer/companies if necessary
- Took and pass TMP exams
- Performed other related duties that may be assigned from time to time
- Promote sales to existing clients
- Identify and solicit potential clients
- Provide clients with presentations on the benefits and uses of goods or services
- Estimate or quote prices, credit or contract terms, warranties and delivery dates
- Prepare or oversee preparation of sales or other contracts
- Consult with clients after sale or signed contracts to resolve problems and to provide ongoing support
- Review and adapt to information regarding product innovations, competitors and market conditions

**PARTS, TOOLS, AND MATERIAL CONTROLLER
TOYOTA BATANGAS CITY INC.**

JUN 2019 -
JUN 2012

My roles:

- Maintained inventory ledger and ensured that physical inventory counts are coordinated
- Monitored the transactions related to inventory and kept myself updated about the inventory usage and future shipments
- Prepared presentation materials for regular inventory reporting
- Analyzed the inventory related reports for possible issues in inventory storage, logistics, costing etc.
- Checked whether or not the reports made related to the inventory count is correct
- Made entries to ensure that quantities per record reconcile with the quantities per count
- Gave assessment for areas for improvement
- Liaised with external auditors for audit requirements
- Collected clients' parts orders and infirmed them when available
- Made invoices for parts sales
- Received payments for parts sales
- Prepared Sales report
- Prepared monthly reconciliation