

# RECHELLYN AFRICA

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## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude and willingness to take on added responsibilities to meet team and company goals.

## SKILLS

- Administrative Support
- Adaptability and Flexibility
- Time Management
- Teamwork and Collaboration

## WORK HISTORY

Jul 2014 - Jul 2023

### Human Capital Analyst

TTEC - Quezon City, Philippines

- Documented business processes and analyzed procedures to align with changing business needs.
- Implemented process improvements to automate office operations.
- Incorporated employee feedback to improve processes and strategize long-term business plans.

Jun 2012 – April 2014

### Service Crew Member

Jollibee Foods Corporation

Sapangpalay, Bulacan Philippines

- Calculated totals, processed payments and issued receipts.
- Provided excellent customer service by greeting customers and meeting quality expectations
- Addressed guest needs, questions, or concerns to create optimum experience onboard

## EDUCATION

April 2014

Bachelor of Business Administration: Management

Bulacan State University - Sarmiento Campus | Brgy. Kaypian, City of San Jose Del Monte Bulacan