

Sandra Joyce

M A R C E N A

OPERATIONS AND
ADMINISTRATIVE
SPECIALIST



OBJECTIVE:

To fully apply my knowledge, contribute my skills and attain growth in an organization driven by excellence and distinction.

CONTACT INFORMATION:

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LANGUAGES:

- English 
- Tagalog 
- Bahasa Melayu 

WORK EXPERIENCE

(Latest to Oldest)

DUTY MANAGER

SATS Asia-Pacific Star Pte. Ltd. (Singapore):

August 1, 2022 - PRESENT

Job Scope Summary:

- Conducts quarterly stock take to be able to get financial clarity, ensure stock and system flows are in place and accurate.
- Create stocks shrinkage reports per airline; monthly and quarterly.
- Extending or creation of SKU in the SAP and MORS.
- Perform stock reversals in SAP.
- Looking after stock level, expiry, invoices and forecasting.
- Follow up suppliers regarding stocks PO, DO and other related matters.
- Sourcing of new vendors.
- Draft and create the interface of POS menu buttons.
- Troubleshooting of POS devices and other related issues.
- Facilitate cabin crew training about the proper handling of POS devices.
- Supervising staffs and ensuring smooth daily operations.
- Planning of manpower allocation and roster creation.
- Apply CAYGO and maintains safety work environment.

ACCOUNT SPECIALIST: E-PAYMENT (GLOBAL)

TDCX Sdn. Bhd. MY (Malaysia):

November 15, 2021 – July 20, 2022

Job Scope Summary:

- Provision of an excellent support experience to E-payment users via phone, chat, and email.
- Ensure first contact resolution and effective follow-up to ensure case closure in accordance with the company's service standards.
- Research ticket history to provide strategic solutions to address CX's needs while ensuring that any existing confusion is clarified.
- Able to face tough questions from new and existing user.
- Build sustainable relationships with CX by taking the extra mile.
- Identify and escalate bugs as quickly as possible.
- Always be on the lookout for ways to improve the processes.

TEAM MATE: BLENDED & BACK OFFICE

LizardBear Tasking Inc. (Philippines):

October 29, 2020 – November 10, 2021

Job Scope Summary:

- Making outbound and inbound calls to US based customer groups.
- Follow up or remind customers' due payments and credit collections.
- Analyze CX concerns in order to apply the best required resolution.
- Identify cross-selling opportunities during the interaction with CX.
- To meet the target and goals set by the company and clients.
- Follow company's processes and provided tools for production.
- Support the team and acts as POC on shift.

SKILLS AND KNOWLEDGE:

Microsoft Office / Canva
Analyzing and Organizing Reports
POS Device Troubleshooting
POS Backend System Development
User Acceptance Testing (UAT)
SAP and MORS
File Management
Customer Service Support
Data Entry
Administrative Support
Training Facilitator
Inventory and Stocktaking
Procurement / Purchasing
Manpower Allocation / Rostering
Quick in Decision-Making
Time Management
Supervising operations
Cashiering
Barista
Trained First Aider

EDUCATION:

**Bachelor of Science in
Hotel and Restaurant Management**
Bulacan State University
June 2009 – April 2013

COURSE PRACTICUM:

- **Housekeeping Department**
 - **24 Hours Extension Service**
- St. Agatha Resort and Country Club, Inc.
Bulacan State University
January 10, 2013 to March 18, 2013

SENIOR ADMINISTRATIVE OFFICER

SATS Asia-Pacific Star Pte. Ltd. (*Singapore*) :
December 15, 2015 – June 14, 2020

Job Scope Summary:

- Provide on-board and prepaid sales reports.
- Analyze sales reports and ensuring accuracy of the figures.
- Upload files into SAP for stock depletion and billing.
- Provide administrative/clerical support to all teams.
- Expertise on POS device matters and menu development.
- Coordinate any issues related to the POS system or terminals.
- Facilitate trainings to newly on-board cabin crew.
- Assist Marketing Team presentations and company events.
- Create SOP, manual sales forms and training handouts.
- Supervise staffs and plan the manpower roster.

CUSTOMER SERVICE EXECUTIVE

1 9 6 9 S B Auto Mac Pte. Ltd. (*Singapore*) :
July 18, 2015 – December 11, 2015

Job Scope Summary:

- Coordinate between mechanic and customer regarding the car status and repair costs.
- Give car repair or servicing quotations.
- Source spare parts and other car necessities.
- Process payments and sales reports.
- Keeping files of customer's servicing history to follow up for the next car check and servicing.
- Attends to company's duty phone.

SHIFT SUPERVISOR - WALKTHROUGH

The Coffee Bean and Tea Leaf Philippines, Inc. (*Philippines*) :
June 25, 2013 to April 10, 2015

Job Scope Summary:

- Upsells, cross-sells and promote items and different merchandise.
- Perform POS cashiering and end-day sales reconciliation.
- Follows the operations' SOP on making the orders.
- Adheres to FIFO method of stocks and CAYGO workplace.
- Serve the customer orders and attends to follow up requests.
- Maintain a positive environment to ensure total quality experience.
- Quickly decipher and apply the best strategy/decision on the shift.
- Manage forecasting, ordering and schedules inventory.
- Plans and organize the manpower allocation.
- Provide proactive coaching and training to the team.
- Attend different upskill training programs.
- Extend support to other store branches if needed.