

# DONNA LYNN COMETA

## CONTACT



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Philippines



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## EDUCATION

Ateneo De Davao University

**Bachelor of Science in  
Business Administration  
Major in Management**

## PROFESSIONAL SKILLS

Knowledgeable in Microsoft Office,  
Excel, Outlook, SAP EWM (Extended  
Warehouse Management and SAP ECC  
(ERP Central Component)

## LICENSE

Licensed Driver  
Civil Service Passer

## CERTIFICATIONS

**Virtual Assistant Certification**  
(DTI Informatics) Sept. 30, 2022

**HIPAA Certification**  
(LVAS issued Feb. 6, 2024)

## PROFESSIONAL SUMMARY

A hardworking and dedicated home baker as well as a management level offering over 16 years of experience in Customer Service, Satellite Office Operations and Warehouse management for a logistic and distribution pharmaceutical company. Ensuring operational efficiency, workflow management, process development, and low-cost solutions. Ability to lead and collaborate, build and cultivate strategic relationships with internal and external stakeholders and business partners

## WORK EXPERIENCE

### Home Baker

Self Employed  
Davao City. Philippines  
2019 until present

- Create and innovate new recipes that would entice customers and wholesalers to do repeat orders as well as get bulk orders
- Maintain sanitation and safety of baked products to ensure freshness
- Ensure availability of ingredients when needed
- Responsible for proper costing of products to extend reasonable prices to our customers and wholesalers

### Inbound Warehouse Supervisor

Zuellig Pharma Corporation  
Davao City. Philippines  
May-December 2018

Oversees receiving Inbound Operations

- Supervises inbound process
- Reviews and takes action on work task volume
- Ensures all inbound materials are quality checked and processed within standard lead time.
- Ensures materials are posted, confirmed and updated in SAP EWM and SAP ECC.
- Manages inventory accuracy and storage to ensure security and safety.

Quality and Compliance

- Prepares and submits to Branch Manager quality plans, conducts regular review of Standard Operating procedures, quality standards to respective process owners to ensure compliance.

Management of Reports

- Ensure proper recording and reporting system of all inbound warehouse activities
- Prepares and submits reports to management and ensures proper filing system for pertinent records based on retention period
- Signs and approves documents within the level of authority

#### **Budget Management**

- Forecast headcount, overtime hours and other related expenses
- Monitor and controls cost and ensures expenses are within allowed budget

#### **People Performance Management**

- Ensures employment of highly qualified individuals and facilitates the hiring process for any job opening within the inbound section
- Evaluates the performance of the team against set targets and KPI's and conducts performance appraisal
- Educate, develop and motivate staff and conduct regular performance discussion and evaluation

#### **Administrative function**

- Coordinates with other departments on operational issues and concerns.
- Acts as backup to other Warehouse Supervisor in their absence to ensure continuity of operations
- Carries out other warehouse functions as the need arises or as may be assigned by immediate superior.

### **Customer Service Satellite Supervisor**

Zuellig Pharma Corporation

General Santos City, Philippines

January 2004-April 2018

#### **Office Admin Function**

- Includes order handling, cashiering, returns processing.
- Resolves issues, concerns, problems and promptly coordinates with other departments.
- Ensures availability of supplies within approved budget and prevent untimely stock out.
- Elevates to immediate superior issues and concerns that cannot be resolved under Supervisor level.
- Facilitates timely renewal of contracts of 3rd party suppliers, and renewal of business permits.

#### **Cash/Collection Management**

- Receives collection remittance from different sources.
- Ensures accuracy, completeness and timeliness of remittances.
- Prepares deposit slip and deposit collection daily. Safeguards all cash, check in a safe vault.

#### **Order processing, Customer Service**

- Receives orders from different sources.
- Checks accuracy and completeness of orders received.
- Checks and verifies authorized signatory.
- Maintains and updates files of signatories.
- Process orders accurately and within lead time and fixed delivery schedule.
- Provides status of orders to Sales Force and Medical Representatives if necessary.

#### **Finance and Budget Management**

- Manages operating expenses within or below budget

### **Management of reports**

- Ensures proper recording and reporting of all activities.
- Prepares and submits office and customer service reports.
- Collates data and comparative analysis.
- Signs and approves documents within the level of authority and ensures proper filing

### **Order Processor**

Zuellig Pharma Corporation  
Davao City, Philippines  
October 2002-December 2003

- Responsible for efficiently encoding submitted orders from different authorized sources
- Process orders accurately and within agreed lead time in consideration with fixed delivery schedule to meet customers expectation

### **Management trainee**

New City Commercial Center  
Davao City, Philippines  
January 2001-September 2002

- Responsible for Inventory stock management, purchasing, coordinating with suppliers, and pricing of stocks
- Address issues and concerns raised by our customers, suppliers as well as our sales associates
- Responsible for approval of discounts for our clients
- Train new Sales Associates in the area as well as monitoring headcount needed in my department, secure the needed manpower to ensure operation runs smoothly on a daily basis
- Responsible for assisting other departments in the mall in case the need arises.

### **Medical Representative**

Mervillas Corporation  
Davao City, Philippines  
January 2000-January 2001

- Responsible for program implementation, promotion of Mead Johnson's economy product lines to medical doctors, nurses and midwives
- Assist on delivery of orders and collection of accounts.

### **Medical Representative**

POROCO Industries  
Davao City, Philippines  
January 1999-January 2000

- Responsible for program implementation, promotion of Mead Johnson's economy product lines to Medical Doctors, Nurses and Midwives. Assist on delivery of orders and collection of accounts



