

CZERENAH CARPIO YUSE

czerenahyuse@gmail.com

0969 298 0919



Experience and Expertise:

Business Planning
Business Management
Human Resources and Administration
Market Research and Marketing
Customer Relationship Management
Leadership
Budgeting
Organizing
Staffing and Training
Business Management
Access Control
Procurement

Currently:

An Entrepreneur and currently handling the advertising Company since 2014. My professionalism as a well-trained, skilled and experienced manager in dealing with people enhanced my skills and knowledge in handling a business that made my name a forefront in different industries.

Formerly:

Administrative Manager of MSeven Construction and Supplies

From September 2020 to January 2022

- Works with other units to coordinate and plan communications, and outreach activities specially those in construction sites.
- Implement and monitor support services, including procurement of supplies and services; transport, travel and traffic, communications, engineering and information technology support; and provision of local utilities and service requirements.
- Produce major/ complex reports for management, as and when required.
- Works with management and others to develop and implement operating policies and procedures.
- Analyzes information and options by developing spreadsheet reports; verifying information.
- Implementing budgeting for the company.
- Maintain workflow by studying methods; implementing cost reductions; and developing reporting procedures.
- Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.

- Provides information by answering questions and requests.
- Completes operational requirements by scheduling and assigning administrative projects, expediting work results.

Operations Support Officer of Ace And Associates Risk Management, Inc.
Operations Support Officer of ACBE SecurityMatters Consultancy Services
From January 2008- April 2018
Makati City, Philippines

- Manages the ongoing financial, operational and staffing activities of the company.
- Provides and interprets financial information.
- Monitors and interprets cash flows and predicts future trends.
- Conduct reviews and evaluations for cost-reduction opportunities.
- Manages the company's financial accounting and reporting systems.
- Provides accurate financial reports including payroll to specific deadlines.
- Manage budgets.
- Arrange a new source of finance for a company's debt facilities.
- Prepares payments by accruing expenses; assigning account numbers; requesting disbursements; reconciling accounts
- Provide expert guidance, supervision and leadership to more junior staff.
- Works with management to create short and long-term business plans, including operational, organization and financial aspects.
- Prepare vouchers and invoices.
- Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Provides information by answering questions and requests.
- Protects an organization's value by keeping information confidential.
- Creates and revises systems and procedures by analyzing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Provide Revenue and Expense list
- Update Company records.

Administrative Officer and Executive Assistant to the Director of Security

Shangri-La Hotel Makati
Makati City, Philippines
April 2007- November 2007

- Works with other units to coordinate and plan communications, and outreach activities.
- Perform other related duties as required.

- Implement and monitor support services, including procurement of supplies and services; transport, travel and traffic, communications, engineering and information technology support; and provision of local utilities and service requirements.
- Produce major/ complex reports for management, as and when required.
- Works with management and others to develop and implement operating policies and procedures.

Administrative Officer and Accounting Clerk

Jollibee Foods Corporation and Midas Project Realty Corporation

Taft Avenue, Manila, Philippines

August 2004- January 2005

- Prepares consolidated internal and external financial statements by gathering and analyzing information from the general ledger system and from departments.
- Analyzes information and options by developing spreadsheet reports; verifying information.
- Prepares general ledger entries by maintaining records and files; reconciling accounts.
- Develops and implements accounting procedures by analyzing current procedures; recommending changes.
- Answers accounting and financial questions by researching and interpreting data.
- Converting data to general ledger system; obtaining supplementary information for preparing financial statements.
- Maintain workflow by studying methods; implementing cost reductions; and developing reporting procedures.
- Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
- Provides information by answering questions and requests.
- Completes operational requirements by scheduling and assigning administrative projects, expediting work results.

Reception Head

Golden Bay Hotel and Fishing Village Restaurant

Padre Faura corner Roxas Boulevard, Ermita, Manila, Philippines

November 2003- June 2004

- Key duty is to ensure that all registration documents are completed fully and accurately, and that the reception area is operating smoothly.
- Helps maintain a high standard of customer service, liaising with customers to ensure their needs, ensuring that every guest's experience is positive, paying attention to the details of customer specifications and resolving all queries promptly.
- Responsible for the department when the Front Office Manager is off duty.
- Required to maintain a professional image at all times

- Need to follow procedures and instructions, communicate and lead effectively with other team members and demonstrate good health and safety awareness, along with efficient methods of working.

Receptionist

Golden Bay Hotel and Fishing Village Restaurant
Padre Faura corner Roxas Boulevard, Ermita, Manila, Philippines
December 2001-September 2002

- Attain maximum room possession and to ensure that all bookings and guests are treated with a high standard of service regarding customer details, accommodation, accounts and inquiries.

Executive Assistant to the Unit Manager

Philamlife Insurance Company
Cubao, Quezon City, Philippines
July 2001- December 2001

- Schedules executive meeting and travel plans.
- Assisting executives in all possible works such as meetings, preparing documents and presentations.
- Attends phone calls from clients and also responds to the emails received from clients and concerned party members without fail.
- Conducts market research and helps executives in making important business decisions.
- Updates executives about appointments with various clients.
- Arranges reports and data files in a perfect manner so as to avoid any inconvenience in business matters.
- Ensures client's satisfaction with company services.
- Acquires complete knowledge about all the changes taken place so as to update the staff members.
- Needs some time to take staff meetings on behalf of manager or supervisor.
- Performs managerial duties in absence of manager.

Product Endorser and Marketing Executive

Unilever Philippines
Otis, Paco, Manila, Philippines
February 2001- July 2001

- Marketing executives contribute to, and develop, integrated marketing campaigns. Networking with a range of stakeholders including customers, colleagues, suppliers and partner organizations.
- Communicating with target audiences and managing customer relationships; sourcing advertising opportunities.
- Managing the production of marketing materials, including leaflets, posters, flyers, newsletters, e-newsletters and DVDs, distribution of marketing materials.

- Maintaining and updating customer databases, organizing and attending events such as conferences, seminars, receptions and exhibitions; sourcing and securing sponsorship.
- Conducting market research such as customer questionnaires and focus groups contributing to, and developing, marketing plans and strategies, managing budgets, evaluating marketing campaigns, monitoring competitor activity.
- Supports the marketing manager and other colleagues.

Food Server

Shakey's Pizza Restaurant

Robinson's Place Manila, Ermita, Manila, Philippines

July 2000-February 2001

- Goal is to exceed guest expectations.
- Set up tables and events including chairs, dance floors, silver and china wares.
- Services food and beverages.
- Clears tables throughout the dining experience using proper methods for removing dishes.
- Cleans banquet and dining rooms during and after the dining experience.
- Creates 100% Guest Satisfaction by delivering food and beverage service to banquet guests.

Education:

Eulogio Amang Rodriguez Institute of Science and Technology

Nagtahan, Sampaloc, Manila, Philippines 1999-2003

(Bachelor of Science in Business Administration Major in Business Management)

Doña Trinidad Mendoza Institute, San Jose Bulacan, Bulacan, Philippines

Secondary 1995-1999

Sta. Ana Elementary School, Sta. Ana., Bulacan, Bulacan, Philippines

Primary 1992-1994

Jacinto Zamora Elementary School, Zamora Street, Pandacan, Manila, Philippines

Primary 1988-1992

Awards and Affiliations

- Ms. Earist 2001
- Typist of the year 2000-2001
- Stenographer of the year 2000-2001
- Ms. College of Business Technology 2000
- Typist of the year 1999-2000
- Stenographer of the year 1999-2000
- Dean's Listed 2000 (Candidate for Cum Laude)
- Dean's Listed 1999 (Candidate for Cum Laude)

Seminars:

- a. Business Security Management
In Midas Hotel and Casino, Pasay City
April 2015
- b. CPTED Training
In Midas Hotel and Casino, Pasay City
November 2014
- c. International Crime Prevention Specialist
In Midas Hotel and Casino, Pasay City
June 2014
- d. Video Surveillance and CCTV lectures
Bayleaf Hotel, Intramuros
2012
- e. Asset Protection Lecture Series
Bayleaf Hotel, Intramuros
2012

Personal Information:

Marital Status:	Single
Height	5'5"
Provincial residence:	Bulacan, Bulacan, Philippines
Manila Address:	Pandacan, Manila, Philippines

All information are hereby declared true and correct.