



MICHELLE C. SANTIAGO

SALES | ADMIN | MARKETING

Presently seeking a leadership position with a market-leading, high growth company that offers opportunities for career development and advancement in sales management.

EDUCATION

2009-2013

Bachelor of Science in
Business Administration
Major in Financial
Management

2005-2009

High School Diploma
Olongapo Wesley School

CONTACT ME

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Brgy. Sta Rita
Olongapo City, Zambales

AWARDS

2019 Most Outstanding
Sales Admin Personnel

2023 Most Outstanding
Sales Admin Personnel

EXPERIENCES

SALES ADMIN ASSISTANT MANAGER

September 1, 2016-Present

Carworld Subic, Inc. (Mitsubishi)

- Provides administrative support to Sales Department.
- Invoices units to be delivered with the other required documents.
- Ensures proper and complete filing of Credit memo including supporting documents of the customer.
- Delegates work assignments and monitors work activities of Sales Admin staff concerning Chattel Mortgage, LTO transactions, bank transactions (bookings and collections).
- Prepares all necessary financing documents and requirements ready for booking.
- Request insurance endorsements; emails to CGIC underwriting the insurance policy request prior to unit release.
- Forwards all sales documents on finance department within reasonable time upon declaration of unit sold.
- Creates, label and file customer folder properly.
- Prepares Delivery Receipt (DR) for freebies/accessories & conducts item inventory every month.
- Forward all sales documents on Finance Department within reasonable time upon declaration of unit sold.
- Assists in monitoring, collection and updating to system the Account Receivables.
- Submits the Monthly Vehicle Sales Summary Report (MVSSR)
- Performs other duties that may be assigned from time to time.
- Act as Cashier reliever when needed.

SALES AND MARKETING COORDINATOR

November 19, 2014- November 30, 2015

Terrace Hotel (Hanakyung Corporation)

- Handles phone-in, walk-in & e-mail inquiries that may require sales persons.
- Effectively communicating with customers in a professional and friendly manner.
- Makes proposal for this inquiries and some cases, negotiates with clients in the absence of the S&M Manager.
- Assist guests' ocular inspection.
- Keeps file of proposal and contracts of materialized groups for future references.
- Assist and monitor all events/functions (Live-in, Live-out or Socials) from time to time.
- Attending and presenting in trade shows and Marketing Events (PTM/ Travel Expo/ Sales Blitz).

EXPERTISE

Customer Service

Sales

Marketing

Administrative

Cash handling

Team player | Team leader

Driver's License holder

- Non Pro 1&2 restrictions

LANGUAGE

English

Filipino

E-COMMERCE

 Instagram:
@munchkinscart.ph

**CHARACTER
REFERENCES WILL BE
PROVIDED UPON
REQUEST.**

- Developing and implementing ideas for the Sales and Marketing.
- Handles the hotel's social media account.
- Supports the Sales and Marketing Manager in all aspect of work.



SALES COORDINATOR

April 26, 2013 - July 6, 2013

Nicera Philippines, Inc.

- Receives Purchase Orders and initiates action to confirm finality of said orders and feasibility from Production Planners.
- Prepares shipment schedule and inform it to customer.
- Ensures that shipment schedule/delivery date is being followed and makes necessary action if not.
- Prepares pertinent documents/booking for shipment.
- Processes orders for traded products.
- Receives customer complaints, coordinates corresponding corrective action and communicates same to concerned personnel.



COUNTER (HEAD CASHIER) & GUEST RELATION CREW

June 6, 2012 - January 6, 2013

Mang Inasal - Ulo ng Apo Branch

- Always smiles and greet customers upon arrival.
- Take order, do suggestive selling, call orders and receive payment.
- Assists with training new Cashiers.
- Attends to customer needs, inquiries or complaints.
- Balances cash register at the end of the shift, and prepares the bank deposit for pick up the next day.
- Prepares payment vouchers, receipts, deposit slips, and related documents which record cash transactions.
- Ensures counter and dining area is neat and stocked with necessary supplies.
- Maintain and update daily book of accounts.
- Provide assistance with month-end inventory.
- Handle cash sales transaction.



OJT (MARKETING - ADMIN OFFICE)

March 26, 2012 - May 15, 2012

Harbor Point - Ayala Malls

- Type, print, scan or fax needed documents.
- Search for souvenir suppliers and receive quotations.
- Organize files and do necessary computation such as receipt for liquidation.
- Assist in mall events or activities.
- Go on field task for canvassing.
- Communicate with merchants and ask for sponsorship.
- Accomplish merchants' profile & hotel directory.
- Deposit bank checks as instructed by Finance officer.



SERVICE CREW (COUNTER)

April 1, 2011 - March 31, 2012

Jollibee - Subic Lot 21 Branch

- Greet customers upon approaching the counter area.
- Take order, do suggestive selling.
- Call orders, receive payment and assemble customers' orders.
- Ensures that only quality food, fast service are achieved at all times.
- Maintain orderliness and availability of counter utensils in the counter.
- Thank the customer and ask for repeat business.
- Asists with training new Cashiers.
- Endorse all receipts to Senior Cashier and all cash sales.

I hereby certify that the given information are true and correct to the best of my knowledge and belief.