



**Philip Andrew C. Uy**

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**Objective**

To contribute effectively to a dynamic company by leveraging my skills and experience, and to continuously grow within the organization.

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**Professional Experience**

**Customer Care and Sales Associate**

*Wellspringmeds, Airmont, New York (Remote)*

May 2022 -September 2024

- Provide excellent customer service and sales support in a remote work environment.
- Manage customer inquiries and resolve issues efficiently.
- Collaborate with team members to improve customer satisfaction and sales strategies.

**West Repair Agent**

*TRANSCOM, Bacolod City, Philippines*

December 2021 - May 2022

- Handled technical support and repair coordination.
- Provided solutions to customer issues, ensuring high customer satisfaction.

**General Manager**

*PAUY Construction & Supply Trading, Bacolod City, Philippines*

September 2018 - November 2021

- Managed day-to-day operations, including procurement, staffing, and project management.
- Oversaw the financial performance of the company, ensuring profitability and growth.

**Safety Officer / OIC**

*JPMS, Bacolod City, Philippines*

November 2017 - November 2018

- Ensured compliance with safety regulations at construction sites.
- Conducted safety inspections and trained staff on safety procedures.

### **Customer Service Associate**

*Convergys, Bacolod City, Philippines*

October 2013 - December 2016

- Provided customer service support via phone and email.
- Resolved customer complaints and processed orders.

### **Shop and Maintenance Supervisor**

*JCU Trucking Services, Bacolod City, Philippines*

February 2008 - May 2012

- Supervised maintenance activities for a fleet of trucks.
- Managed a team of technicians to ensure timely repairs and maintenance.

### **Operations Manager**

*BM Grains Supply, Bacolod City, Philippines*

October 2004 - July 2006

- Led operations and warehousing for a grain supply company.
- Managed sales and marketing strategies to increase business growth.

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## Education

### **Bachelor of Science in Agricultural Business Management**

*University of Saint La Salle, Bacolod City, Philippines*

2001 - 2004

### **Civil Engineering (Incomplete)**

*Silliman University, Dumaguete City, Philippines*

2000 - 2001

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## Skills

- Leadership and Team Management
- Analytical and Problem-Solving Abilities
- Customer Service Excellence
- Public Relations and Communication
- Project Management and Coordination
- Safety Compliance and Training

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## Certifications & Training

- **ISO 9000-2001** - August 2013
- **Construction Safety Training**  
Conducted by DOLE and OSHC, Bacolod City, May 2013

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## Languages

- English (Fluent)
- Tagalog (Fluent)
- Hiligaynon (Fluent)
- Bisaya (Fluent)

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## References

Available upon request.