



Annelyn A. Arcilla



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Professional Experience

OIC / Branch Custodian, Wall Street Courier Services (Ninja Van)

(October 25, 2021- October 30, 2022)

- Manage the overall hub operation using the daily performance track report
- Parcel push-off, Rider route creation, Shipment receiving
- Monitoring the daily productivity and success tracker of Riders to monitor performance.
- Reports on Standardized Performance Dashboard and ensure that KPI are highly met.
- Conduct daily checks on failed delivery parcels and PODs, received cash from riders, Summarize remittances from riders
- Attend to a customer complaint with the damaged and wrong item in the parcel.

Assistant Manager, Palawan Pawnshop (February 2017- September 2021)

- Managed and lead the employees
- Answered all the inquiries while managing the branch
- I was able to educate all the intern how to have a good customer service.
- Email Management
- I was able to market all the products
- Managed and filed all the documents for safe keeping
- Created daily, weekly and monthly reports

Assistant, Dept. of Labor and Employment (January 2016- December 2016)

- Filed all the documents for safe keeping
- Established a good customer service in their Agency
- Processed all Check Voucher

Customer Service Representative (September 2015- December 2016)

- Seasonal customer service representative for the florist
- Looked for some clients bids

Administrative Officer, Prudentiallife Memorial Park

(May 2013- September 2015)

- Trained and lead the employees
- Answered all the inquiries and gave the best quality of customer service
- Email Management
- I sold their products
- Managed and filed all the documents for safe keeping
- Created daily, weekly and monthly reports

Skills and Acquired Abilities

Copywriting | Content Writing | Copywriting | E-commerce | Email Marketing | Basic Graphic Design | Lead Generation | Social Media Marketing | Basic Video Editing | Basic Wordpress Foundation and Mgmt | MS Office | Google Suite | Trello | Affinity Designer | Zoom | Slack | Samepage | Photography

Education and Training

Mugna and Pixie Valley Apprentice (January 24, 2022- February 11 2022)

- 50 hours Digital Skills Apprentice
- Graphics and Content Creation for Mugna Passion Project and Content calendar creation for Feb-August Posting
- Write a Marketing Blog for the graphics that was created intended for Feb- August Posting
- Created a survey to understand small and medium businesses personal aspirations and their needs towards digital transformation
- Created 5 graphics per month (Feb-August) for Pixie Valley and Content calendar creation for Feb-August Posting

DICT (3 Days Training)

- 3 Days Intensive Digital Skills Training

Virtualahan (October 2021- December 2021)

- 8-Weeks Intensive Digital Skills Training
- Underwent an 8-Week intensive Digital Skills Training
- Learned about Project Management
- Trained and submitted all the tasks that are required from the training
- Created Buyer Persona and Content Calendar for Social Media Management

University of San Agustin (October 2009- April 2013)

- Bachelor of Science in Business Administration

Dingle National High School (June 2005- April 2009)

- Special Science Class

References

Jaresh Ng

Manager, Prudentialife Memorial Park Inc
09174545777

Liezel Bangcaya

Manager, Palawan Pawnshop Inc
09460496557

Wina Lamera

Station Head, Wall Street Courier Services
09064163787

Lovely Joy Mercene

Co-worker
09567232467