

CLAUDINE FAJARDO YBAÑEZ
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CAREER OBJECTIVE:

To further develop and enhance my unforeseen potentials, abilities, and skills to handle a certain position and to render maximum services in your company towards the realization and attainment of the company's vision and mission statement and meet the standards and expectations of our society.

WORK EXPERIENCE:

1. Company: Cojibas Vehicle Inspection Center

Designation: Encoder

Duration: January 4, 2021 – June 2023

Responsibilities:

- Encode vehicle details from OR and CR (motorcycle, light vehicle and truck) to Dermalog system
- Facilitate customers of their inquiries for the step by step process of their vehicle registration
- Assist customers with system error documents to be updated and corrected. Advise customers of possible solutions whenever the error cannot be corrected within our capabilities.
- Perform administrative tasks and come up with solutions for an easy and comfortable flow of transactions

2. Company: Toto Enterprises Industrial Commodities

Designation: Site Administrator (*Contract-based employment*)

Duration: November 2019 – February 2020

Responsibilities:

- Supervise and monitor drivers and project employees of their daily activities for the smooth flow of the on- going project of the company
- Process and monitor billings of the company projects to the proponent company
- Perform human resource tasks to assist employees of their inquiries and provide immediate response for their concerns
- Monitor and facilitate deliveries and transmittals of the services to the proponent company to meet the contract's agreed project
- Monitor daily time record and overtime of employees to provide accurate and convenient payroll for project employees of the company

3. Company: Fenestra Virtual Solutions

Designation: Chat Support Representative

Duration: July 2019 – October 2019

Responsibilities:

- Process visas for clients applying for a US Visa
- Support and provide solutions to clients that need assistance for processing a US visa.
- Assist worldwide and diverse clients in regards to customer service and easy transaction and application for a US visa.

4. Company: Mitsubishi Hitachi Power Systems - Philippines
 Designation: Site Administrator / HR Assistant (*Contract-based employment*)
 Duration: April 2017 – September 2017
 Responsibilities:
 - Arrange and process Visa Extension and Special Working Permit (SWP) in the Bureau of Immigration for Japanese employees
 - Support Technical Advisers to acquire Gate Pass for them to work in the site and its premises
 - Support TA's arrival/departure by preparing hotel reservation in Cebu, pick- up/drop-off at airport, hotel and the Cebu port, and ticket service at Cebu port.
 - Adjust hotel reservation in Ormoc City based on the TA's dispatch information
 - Arrange every day car service based on the information provided and arrange lunch for day shift, and late dinner for night shift
 - Purchase office consumables needed for the site office
 - Support TAs in exchanging money with their foreign currencies
 - Support project members in order to achieve successful outcome in the entire installation work

5. Company: Xerox Business Services Philippines – Cebu City
 Designation: Customer Care Sr. Assistant (*Sprint account*)
 Duration: June 2016 – November 2016
 Responsibilities:
 - Provide answers and solutions with large volume of customer queries, requests and complaints

6. Company: DCV Industrial Control Enterprises (*Contractor of Energy Development Corp.*) Designation: General Clerk Assistant / Project Coordinator for Mahanagdong Geothermal Power Plant (*Contract-based employment*)
 Duration: August 2014 – May 2016
 Responsibilities:
 - Assist in making project reports and office support activities
 - Monitor physical inventory of warehouse items and prepare warehouse reports
 - Release Pick Tickets for materials withdrawn from the warehouse using the Computerized Maintenance Monitoring System
 - Process Certificate of Work Completion (CWC) and billings for specific projects of the plant
 - Monitor, file and update Purchase Orders (PO), analyze PO contracts and service invoices for services rendered in the plant
 - Monitor attendances and prepare Vehicle Trip and Utilization Report for rented vehicles of the company

EDUCATION:

Graduate Degree: Diploma in Teaching Secondary
 Eastern Visayas State University
 Brgy. Don Felipe Larrazabal, Ormoc City
 June 2018 – December 2018

Tertiary: **Bachelor of Science in Information Technology**
AMA Computer Learning Center – Ormoc City Branch
Bonifacio Street, Ormoc City, Leyte
June 2010 – May 2014

SKILLS:

- Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.), Google Workspace
- Proficient in application softwares (Zoho CRM, Canva, CapCut, Filmora, Mailchimp, Mailerlite)
- Communication skills, dealing tasks, organizing and detail-oriented, multitasking, customer support, lead generation, email marketing, cold calling, administration

TRAININGS AND SEMINARS:

1. Course: **40-Hour Virtual Assistant Training** (ChatGPT, Intro. to Virtual Assistance, Time Management, Lead Generation, Zoho CRM Navigation, Cloud Storage, , Productivity and Collaboration Tools (Google Workspace and Microsoft Tools) and Reading Comprehension)
Date: May 15 – 19, 2023

2. Course: **40-Hour Virtual Assistant Training** (Canva, Mailchimp and Mailerlite, Email Marketing, Video Editing in CapCut and Filmora, Email Etiquette and Business Writing)
Date: May 22 – 26, 2023

3. Course: Rural Impact Sourcing Technical Training (Digital Marketing/E-Commerce Course of DICT)
Date: August – November 2018

4. Course: Safety Training- World Safety Organization
Date: July 28-30, 2014

CHARACTER REFERENCES:

1. Mr. Chrysogonus Suico
Warehouse Supervisor
Energy Development Corporation
Tongonan, Ormoc City

2. Mrs. Estrella Cortes
Board Member (Retired)
OCCCI – Ormoc Branch
Arradaza Street, Ormoc City

I hereby declare that all information stated are true and correct to the best of my knowledge.

CLAUDINE F. YBAÑEZ