

# JOMAR MALATE BALOLOY

53c Bagong Sikat Baclaran Paranaque City  
Email:baloloyjomarr14@gmail.com  
Smart : 09512814952



## CAREER OBJECTIVE:

To share my knowledge and skills and gain experiences in a work environment for my professional growth.

## EDUCATION:

### College Graduate

Bachelor of Arts in Economics  
San Jose Community College, San Jose Malilipot, Albay  
School year 2011-2015

## WORK RELATED EXPERIENCES:

### NUNNER LOGISTICS BV

Position: Virtual Assistant Shipping & Quality Administrator     January 13, 2025 – November 7, 2025  
Gerstdijk 24, 5704 RG Helmond, The Netherlands

#### Key Responsibilities:

- Monitored and exported ETA overdue and on time shipment data to track delivery performance, identify delays, and support quality reporting for continuous process improvement
- Prepare discrepancy reports (Excel/Power BI) for management review and escalate issues to relevant stakeholders.
- Prepare and circulate discrepancy reports (delayed, returned, or frozen deliveries, Damaged) to relevant stakeholders for timely review and resolution
- Regularly review shipment records and tracking data to identify issues such as delivery shortages, refusal by customer, delays, or damaged goods
- Investigate return shipments and update the system with reasons (no additional info, customer not reachable, damaged, Delivery Shortage)
- Investigating frozen or blocked deliveries
- Maintain detailed logs in coordination with carriers such as CEVA, RHENUS,SUSA and Gefco for shipment updates and status changes
- Using Power BI dashboards to monitor shipment KPIs such as Early Delivery, overdue ETAs, delivery counts by country
- Filter and export data for reporting and performance tracking
- Order Entry, Inventory
- Track and Trace,Responsible for tracking and tracing all shipments, ensuring timely and accurate delivery
- Coordinating with internal teams and external carriers
- Checking the freight charges, fuel charges, and ADR surcharge ( Navisphere Portal )
- Responsible for accepting and managing time slot bookings for shipments via the Transporeon Portal
- Accepting orders and updating ETA and delivery status in the Alpega TMS Portal
- Monitoring shipment status including pickup, loading, and ETA delivery, sending quotations to Sales via the KeyPL portal
- Verifying shipment status whether Pick up, loaded,ETA, delivered. Reviewing tracking, pickup, and delivery information via the Hunter Douglas Portal.
- Uploading PODs and updating shipment status via the Odyssey Portal
- Coordinating with the Planning Team regarding order processing and shipment status
- Manage the mailbox and oversee end-to-end order/shipment processing using 4ward tools, including order creation, manual orders, cancellations, returns, and EDI orders.
- Coordinate with the Planning Team to ensure alignment of order processing with shipment schedules
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- Perform detailed shipment tracking through EDI and DFU mapping
- Review client details provided in PDF files for accuracy
- Verify client, consignee, and consignor information, including addresses, loading and unloading locations
- Check shipment details such as LDM, Pallets, ADR shipments, reefer cargo (temperature-controlled), weight, and other specifications
- Mailbox Management
- Coordinating Shipments, deliveries, maintaining accurate inventory and shipping records
- Preparing and processing document invoices, pod, bills of lading, communicating with customer, suppliers, carriers to resolve issues

## **PARASYM™**

Position: Virtual Assistant Operations and Support Services                      Sept 16, 2024 – , Dec 13, 2024  
Parasym Ltd, 4th Floor, 18 St Cross Street., London, EC1N 8UN, United Kingdom

### Key Responsibilities:

- Operational, Customer, Technical Support with the CEO
- Assist in the day to day operations, including inventory management, order processing, pricing, quantities, and logistics coordination
- Processing Replacement requests
- Shipment order tracking
- Maintain accurate records of inventory, orders, and customer interactions, ensuring data integrity and accessibility
- Provide Monitoring Report for tracking the Status of Product
- Calculating the import Tax and Duty
- Verify all orders in the portal, ensuring all details (e.g., pricing, case pack quantity, shipping address) are accurate
- Ensure all order data is correct and complete before submission into the system
- Addressing inquiries, resolving issues, and ensuring a high level of customer satisfaction
- Identify areas for operational improvement and contribute to the development and implementation of efficient processes and procedures
- Work closely with cross-functional teams, including sales, marketing, and product development, to support overall business objectives
- Ensure all operations comply with relevant regulations and quality standard

## **GRAB PHILIPPINES**

Position: Account Operations coordinator    Feb 3, 2021- July 14, 2024  
Level 27F Exquadra Tower, Lot 1A Exchange Road corner Jade Street, Ortigas Center, Pasig City

### Key Responsibilities:

- Manage the end-to-end Operations/investigation process and directly coordinate with Grab Merchant's
- Conducting Audit and Analyzing Payment Deductions. Alignment with the Merchant's and Manager for cashout report
- Reconcile bank statements and accounts to ensure accuracy.
- Ensure proactive communication with Grab merchants until the payment issue has been resolved.
- Assisting the Account Manager and management of accounts
- Weekly Meeting & Monthly/ Reporting of cashout/ Payment failures/Type of minutes
- Assist Grab merchants with their Payment disputes (i.e. Payment not received, Discrepancies, Payments are delayed) by checking status from Grab internal platforms
- Checking the Bank Account informations / Audit History / Merchants informations and the Attached Documents/Sending the transactions order
- Acting as the main point to the Grab Merchants / Creating Speil for Merchants
- Handling Merchant Payments Complaint/ Coordinating with the R&C Team, Grab Promo, Content, Onboarding, Device, Advertisements
- Sending the consolidated Merchant Settlement Report/ Merchant Business Report, Daily Business Report/ Sending the Merchants Daily consolidated Transactions
- Review active Contract and agreements
- Processing of Payments /Overpayments
- Processing Invoices
- Attending Meetings with the Assigned Manager of Merchants
- Providing Bank reference Number/Coordinating with the Grab Regional team, BDO, Thunes
- Top up Request and Retriggering the Cashout in XM settlement Operations Portal (SDD lacking Documents to FDD auto-sync/Generate cashouts/ For Manual Bank Transfer
- Merchant Portal Escalations/ Merchant Device Basic Troubleshooting/Onboarding
- Changing Merchants daily statement Recipients
- Changing Merchants Contact Details

## **RECOGNITION AWARD'S**

- Outstanding performance and contribution to grabfood Philippines
- Shining Stone Award for having great charisma and inspiring others to grabfood Philippines

**INNOVASIA MANPOWER SERVICES INC.**

Jan 21, 2019-Oct 07, 2020

Position: CS &amp; Collections Specialist

12<sup>th</sup> Floor Aseana Building., Pres. D. Macapagal Blvd., Cor Aseana Ave, Paranaque City

Key Responsibilities:

- Monitor Accounts to identify outstanding debts
- Schedule and monitor all customers proof of payment for Bank Transfers
- Negotiating payment
- Managing the collection of all payments and debts
- Responding to client inquiries
- Investigate Historical data for each debt or bill
- Find and contact clients to ask about their overdue payments
- Take Actions to encourage timely debt payments
- Process payments/Payment channel Bayad Center, Cebuana, Mlhuiller, Gcash, 7/11 Dragon loans/Dragon Pay, Thru Bank Accounts
- Working in the Policies and Standard of the Company
- Handling complaints/Resolving billing and customer credit issues
- Report on collection activity and accounts receivable status
- Familiarity with laws related to debt collection (FDCPA)

**RECOGNITION AWARD'S**

- Top Performer in Recognition of consistently such a High level of Productivity and Exemplary Work Performance & Excellence Customer Service (Every Month May 2019 up to March 2020)

**2GO EXPRESS INC.**

Jan 4, 2018-May 11, 2018

Position: Customer Service

2GO Express Hangar, General Aviation Area, Manila Domestic Airport, Domestic Road Pasay City

Key Responsibilities:

- Manages amendments, cancellations, and monitors shipment status
- Coordinates documentation and sends updated vessel schedules.
- Map Tracking
- Responsible for booking and/or cancellation of documents and cargo pick ups. Handles supplies and quicksave orders of 2GO's clients.
- Provides adequate information pertaining to the 2go rates, 2go cargo status, serviceable areas, nationwide directory of branches/outlets, vessel/voyages schedules, quotations and any other inquiries pertaining to 2go's service.
- Coordinates with 2go branches/outlets and/ or any other 2go satellites through email
- Handles customer complaints and provide possible solutions, coordinates with the proper authorities for solutions and log each complaint in feedback management system.

**SARMIENTO TAMAYO AND BULAWAN LAW OFFICES**

Jan 11, 2016-June 2, 2017

Position: Legal Assistant

Suite 29, 3/F Legaspi Towers 300, 2600 Roxas Blvd. cor. P. Ocampo St., Malate Manila

Key Responsibilities:

- Prepare notarial report of Private lawyer
- Provides overall administrative support to Private lawyer/s
- Notarize Legal Documents
- Liase with government offices and courts to update and follow up legal cases, and agencies in connection with the regulatory compliances such as SEC, RTC, DFA, PAO, BOC etc.
- Maintain Organized filing ensuring all legal documents are securely and accurately filed
- Assists the Private lawyer in administrative tasks
- Handle Sensitive client information with discretion and maintain strict confidentiality
- Encode letters, Photo copying, Printing and other legal documents assigned by the lawyers
- Email documents to clients. Answering and forwarding incoming phone calls
- Preserve an updated case record documents
- Organize, Protected, updated and maintain Legal documents and Legal cases files.
- Drafting, Evaluate a different Contracts from Clients
- Receiving and sorting daily mail.
- Maintaining calendars for the firms lawyers. Arranging meetings, conferences and travel.

**On The Job Trainee:**

Examination Services Division

Region 5, Civil Service Commission Rawis, Legazpi City

Nov. 11 2014-Jan. 29. 2015

**ACHIEVEMENT:**

SK-Official Year 2010-2011 (Sto. Domingo Albay)

**TRAINING AND SEMINARS ATTENDED:**

- Domestic Product Knowledge Training Jan 1-3 2018  
9<sup>th</sup> flr Double Dragon Meridian Park, Pasay City
- Training of Enumerators on the Effective Conduct of Listahanan's household Assessment July 11-13, 2015  
Department of Social Welfare and Development  
Venue: Daraga Public Market
- 3 Day live in Training on Youth Empowerment And Development May -June 2011  
Venue:Carolyna Hotel and Restaurant, Tabaco City

**SKILLS AND ABILITIES:**

- Computer literate; word, office ,excel
- Customer Service Skill/Good Listener
- Attention to Details
- Time Management / Problem Solving
- Good communication skill/Positive Attitude
- Interpersonal Skill
- Negotiation skill
- Self motivated and result oriented
- Has a professional attitude towards my work and my co-workers deeply committed hardworking and most especially honest to my work and to the company I am working with
- Honest, trustworthy and flexible

**PERSONAL INFORMATION:**

**Height** : 163cm  
**Age** : 30  
**Citizenship** : Filipino  
**Religion** : Roman Catholic  
**Civil Status** : Single  
**BirthPlace** : Sto.Domingo Albay  
**Languages Spoken** : English,Filipino And Bicol

**EDUCATIONAL ATTAINMENT:****College Graduate**

Bachelor of Arts in Economics  
San Jose Community College, San Jose, Malilipot, Albay  
School year 2011-2015

**Secondary**

Sto. Domingo National High School  
Sto. Domingo, Albay  
School year 2010-2011

**Primary**

Bagong San Roque Elementary School  
Bagong San Roque Sto. Domingo, Albay  
School year 2005-2006

**References:** Available upon request



**JOMAR M. BALOLOY**  
Applicant