



Ma. Sophia Ann Mercado

CONTACT ME

📍 400 Las Vegas St. Tramo
II San Dionsio, Parañaque
City

✉ masophiaannmercado@gmail.com

☎ 09083741612

EDUCATION

Bachelor of Arts in Communication

Olivarez College - Parañaque City

2022

Senior High School : Humanities and Social Sciences

Olivarez College - Parañaque City

2018

SKILLS

- Excellent interpersonal, written and oral communication
- Project Management
- Leadership
- Problem-solving
- Ideation
- Writing and Research
- Customer Service
- Microsoft applications proficiency
- Can multi-task in any given responsibility
- Highly adaptable, flexible, resilient, dedicated, passionate, and open for new ideas

OBJECTIVE

Communications Professional in a high-level professional environment where I am able to utilize my knowledge and skills in terms of mass communication to the best of my abilities. To work with passion and dedication in a stimulating and challenging environment, building the success of the company while I learn and grow in my chosen field.

PROFESSIONAL EXPERIENCE

Sr. Operations Representative

July 2022 - Aug. 2022

Capital One Philippines Support Services

- Handle inbound calls
- Resolve customer concerns
- Client Relation

Project Officer

Nov. 2022 - Aug. 2023

Team OnGround Inc.

- Develop project plans and implementation plan
- Manage end to end project execution
- Training manpower for the project mechanics, goals, target and KPIs
- Oversee operational day to day status of the project and backed up
- Coordinating with vendors
- Vendor sourcing and negotiation
- Manpower sourcing
- Develop CE according to the project scope and specific budget of the client

AWARDS

College

Area Awardee

May 30, 2022

Senior High School

With Highest Honor

April 3, 2018

REFERENCES

Six Bernardo

Project Officer, Team
OnGround Inc.

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Manuel O. Dasig Jr. , Phd

Assistant Professor, Olivarez
College/Collegio de San Juan
de Letran

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I hereby certify that the facts contained here are true and complete to the best of my knowledge. First reference and other documents are available upon request.



Ma. Sophia Ann Mercado