



ROMER DOLOSA

General Virtual Assistant / Executive Virtual Assistant / E-Commerce Specialist

DETAILS

Contact

240 JP Rizal St. Brgy San Joaquin Mabalacat City,
Pampanga 2010, Philippines
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+639051633610

Nationality

Filipino

Date / Place of Birth

August 06, 1987
Mabalacat City

PROFILE

In my work I always ensure the coding implications of the changes and entails to know what the common objectives and mistakes are. And I also find out the ways how to overcome them smoothly. Above all, I can say that conciliating my clients is my first priority and I confidently think that I am good at it. No lamentation is ever raised against me by my clients for my job. So, if you think I am the one worth the job, then I will be pleased if you pick me.

Thank you.

EMPLOYEMENT HISTORY

Account Specialist at T&I Biz. Consultancy Services, Floridablanca, Pampanga

October 2020 – November 2022

- T&I Biz Consultancy Services - Consulting (Business & Management). A start-up consulting company located in Floridablanca, Pampanga
- Listing Creation
- Product Research
- Account management and maintenance
- Organizing data information and documents
- Researching and resolving processing problems
- Maintains quality service by monitoring standards

Sales Utility Clerk / Checker at MSG Inc. SM City Clark, Malabanas Angeles City

November 2009 – January 2019

- SM City Clark is a shopping mall owned and operated by SM Prime Holdings, Inc. It is located along M.A. Roxas Avenue in Clark Freeport, Angeles City, Philippines. It is the second SM supermall in the province of Pampanga after SM City Pampanga in City of San Fernando Pampanga.

- PROCESS TRANSACTION

Efficiently pack/bag customer purchases & check pertinent documents of the transaction

- CHECK DOCUMENTS

Check & ensure accurate documentation & compliance with security measures for all transactions

- PACK/BAG PURCHASED ITEMS

Check the quantity of items purchased & efficient pack/bag the items following set standards & procedures

- KEEP SALES DOCUMENTS

Check completeness & ensure the safekeeping of necessary materials/supplies/documents at the counter

- RECORD ERRONEOUS TRANSACTIONS

Record all cancelled, voided & suspended transaction

- TURN OVER SALES DOCUMENTS AT END-OF-DAY

Submit all sales documents to my Checking Supervisor at the end of the day

- COUNTER OPERATIONS SUPPORT

Replenish shopping bags to ensure smooth transaction flow at the cashier counters

- MONITOR SHOPPING BAGS & OTHER MATERIALS

Monitor availability & ensure regular replenishment of shopping bags & other packaging materials in all counters

- REPLENISH SHOPPING BAGS & OTHER SUPPLIES

Provide additional shopping bags & other packaging materials at the cashier counters throughout the day

- PREPARE SUPPLIES FOR REPLENISHMENT

Prepare materials & supplies to ensure efficient & smooth replenishment at the counters during store operations

- CLEAN THE STOCKROOM

Organize materials & supplies in their designated storage racks, arrange boxes & clean the stockroom

- SECURE SHOPPING BAGS & OTHER MATERIALS

Monitor distribution of shopping bags & packaging materials; ensure that these materials are only provided at the cashier counters

Quality Assurance at Smart Shirts Phil. Inc., Bldg. 25A Jack Nasser Drive, Philexcel Business Park Clark Freeport Zone Angeles City

August 2008 – October 2009

- Smart Shirt Phils. Inc. is a factory of garments.
- I'm responsible and doing the monitoring, inspecting, and proposing measures to correct or improve our organization's final products to meet established quality standards.

SKILLS

Word Processing

Computer Literate

Quick Thinking and Effective Decision Making

Email Management

Oral Communication and Writing

Self Motivation and Discipline

Managing Facebook Group and Pages

Love for Continuous Learning

HOBBIES

Surfing on Internet
Walking
Playing Sports

LANGUAGES

English

Tagalog

REFERENCES

- **Kristine Grace S. Astoveza from Sutherland Global Services**
+639264770573
- **Reymond Secundo from T&I Biz Consultancy services**
+639497523658
- **Rowena Garcia from MSG Inc. SM City Clark**
+639478935429

