

**Josephine P. Africa**

Purok 6, Poblacion Sulop

Davao del Sur 8009

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* **CAREER OBJECTIVE**

To find a challenging position to meet my competencies, capabilities, skills, education and experience.

* **PROFESSIONAL QUALIFICATIONS/SKILLS**
* Computer Literate
* Customer Service Skills
* Can adjust in a fast paced environment
* Can work overtime and on holidays
* Willing to travel
* Open to shifting schedules
* **PERSONAL INFORMATION**

Age: 46

Birthday: October 24, 1973

Gender: Female

Nationality: Filipino

Religion: Roman Catholic

* **WORK EXPERIENCE**

**Liaison Officer (Construction Dept.)**

MCD Law Office and Notarial office

Rizal St, Digos City

2018 - 2019

**Office Clerk**

BRK Dept.

LGU Sulop

2018

**Consultant**

**Sutherland Global Services**

Quirino Ave., Davao City

January 2015 – November 2015

Handling a financial account based in USA. Assisting card holders to solve their financial transactions based on our records.

**Billing Clerk**

**CPGC Logistics Philippines Inc.**

Davao City, Philippines

January 2011 – March 2011

Temporary billing clerk at the company

**Cashier**

**Qaisar Ali Dordaneh Supermarket LLC**

M37 Zanaiya, Mussafah

Abu Dhabi UAE

December 2009 – October 2010

Doing my job as a cashier. Know how to deal with manners for all customers and has patience for some stubborn customers too.

**Data Encoder**

**CPGC Logistics Philippines Inc.**

Davao City, Philippines

March 2000 – December 2009

Has phone etiquette for the inbound and outbound calls in a positive, professional manner services. Provides personalized customer service of the highest level and ensures full customer satisfaction by resolving issues expeditiously. Follow up on customer calls with clerical duties which may include faxing and filling in related paperwork. Liaises with other departments to ensure customer calls are addressed within the time frames provided to the customer. Day to day planning of works to be accomplished. Handle stocks replenishment versus the sales target for the month. See to it that stocks inventory tallied with computer system (Triton) versus the actual floor stocks. Thorough checking of computer generated invoice discounts as per approved from time to time. Coordinate with the sales group regarding stocks status and delivery schedules. Transact business related works with government and private offices. Coordinate with corporate offices regarding encountered problems for proper assistance. Do process of billings. Encoding bad orders from customer.

**Data Encoder**

**Getson’s Corporation**

RGA Village, Dacudao Ave.,

Agdao, Davao City

July 1991 – March 2000

Acts as a Secretary and as a Personal Assistant to the owner of the said corporation. Assigned as encoder for the distribution of Nestle Foodservices products and Procter and Gamble products. Handling banking transactions and collections. In-charge for Century Canning Corporation, Pacific Meat Co., Columbus Seafood's Corp., Columbus foods Inc., operation from 1997-2000.Invoicing  of various sales order and request. Ensure exact computer system inventory and actual counts are tallied.Coordinate with the sales group regarding stock status and delivery schedules. Coordinate with shipping lines as to availability or shipment status of requested items/stocks.

**TRAININGS AND SEMINARS**

**Triton Program Training and Seminar**

Century Pacific Group of Companies

June 15-17 2000

MIS Dept. Centerpoint, Taguig

**Mission & Vision & Team Building Seminar**

Century Pacific Group of Companies

July 19-20 2000

Marco Polo Hotel - Davao

**Customer Service Level**

Century Pacific Group of Companies

May 2002 – Boracay Island

**Triton Re-Training & Back Order Orientation**

Century Pacific Group of Companies

May 2008 Baloy, Cagayan de Oro City

**ERPLN Program Training**

Century Pacific Group of Companies

July 2008 Baloy Cagayan de Oro City

* **EDUCATIONAL BACKGROUND**

**Bachelor of Arts in English**

Southeastern College

Padada, Davao del sur

**Bartending**

CCNTS – Tesda

Padada Davao del Sur

**Hotel and Restaurant Services**

Joji Ilagan Bian Foundation

Davao City

**Bachelor of Arts in Political Science**

University of Mindanao

Davao City

**Secondary**

Saint Michael School of Padada

Padada, Davao del Sur

**Grade School**

German Lanticse Elem. School

Padada, Davao del Sur

**PERSONAL REFERENCE:**

Engr. Bayani A. Escora

Engineer

Davao City

MR. Erwin April C. Midsapak

Accountant

Padada, Davao del Sur

Mr. Alexander Solano

HR Manager

Unifruitti Philippines

Atty. Gladys Razonable Gascon

Deputy Governor

Padada, Davao del Sur