

ANGIENINA GARCIA DUMLAO

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PROFESSIONAL SUMMARY:

A result-oriented and efficient professional with 10+ years of substantial work experience in Business Processing Outsourcing, Retail, Food and Beverage, and Manufacturing industries.

- With a strong background in customer service and administrative support
- Skilled in decision making, conflict resolution and strategic planning enabling successful project execution and team efficiency
- Self-motivated with the capacity to act with initiative
- Able to work well in a team contributing ideas and cooperating with others to achieve common goals
- Great organizational skills and a demonstrated ability to manage conflicting deadlines
- Quick to embrace challenge and changes in priority, providing significant result and high levels of accuracy
- An experienced problem solving professional, who utilizes critical thinking and systemic approach to resolve complex problems
- Exceptional interpersonal skills, able to communicate effectively and collaborate in diverse teams

JOB EXPERIENCE:

January 2023 – Present

SUPPLY CHAIN MANAGER

DUNBRAE SUBIC, INC.

Subic Bay Freeport Zone, 2222 Philippines

- Tasked with the supervision and oversight of the daily operations of Supply Chain and responsible for the smooth end-to-end flow of goods and services, which requires knowledge of all aspects of the company's supply chain and working closely with procurement, import-export, warehousing, and customer service
- Develop and implement supply chain strategies and processes that align with the company goals to drive highly effective and efficient operations
- Ensure that all materials and products needed to run the business are acquired, processed, stored, and delivered in a timely manner
- Lead cycle count and physical inventory count processes to ensure process adherence and full reconciliation of discrepancies
- Partners with Finance, Production, and Sales to ensure assets are properly tracked and accounted for throughout the asset's life cycle
- Evaluate deliveries, shipments, and product levels to improve inventory control procedures
- Provide positive leadership and enhances staff morale through coaching, facilitating, supervising, developing, and motivating
- Constant source of reference for team members when performing their day-to-day tasks

July 1, 2019 – December 2022

CUSTOMER SERVICE SUPPORT OFFICER
DUNBRAE SUBIC, INC.
Subic Bay Freeport Zone, 2222 Philippines

- Provided valuable support to the Supply Chain Manager by handling and coordinating operations of the supply chain department and its partners to ensure the Company's standard operating procedures are met.
- Handle order processing and invoicing and supervise logistics of internal and external orders.
- Execute three-way matching of third-party and inter-company invoices from point of receipt to account payable entry. Ensure correct matching of invoices to purchase orders, researching and resolving discrepancies in quantity or value as appropriate.
- Closely work and communicate with Finance, Purchasing, Manufacturing, Warehouse, Import-Export, Business Development Managers, Australian counterparts, and other stakeholders to ensure all network is best informed of all operation-related data and issues.
- Plan and execute cycle counting for both in-house and Australian sub-locations in accordance with the company policies. Review parts movement by applying root-cause analysis on variances and implement corrective actions to avoid negative financial reports.
- Manage to track and communicate critical changes in BOM materials, forecasts, and deliveries to relevant teams.
- Ad hoc tasks to support the Supply Chain department related to business and personal administration i.e., dispatch scheduling of company vehicles and drivers, and other ad hoc assistance where applicable.

December 2018 – June 2019

CAPITAL SALES ADMIN SUPPORT
DUNBRAE SUBIC, INC.
Subic Bay Freeport Zone, 2222 Philippines

- Process Sales orders for intercompany and external Australian customers like Coles and Woolworths, and review prior to invoicing for correct order details and paperwork requirements to ensure data accuracy. Chasing Proof of Delivery (POD) and training certifications from store man and transport companies.
- Provide administrative support to the business, specifically the Sales Team by performing specific tasks such as, but are not limited to Creation of Sales orders, Purchase orders, Issuance of Asset Movement Requests, Review stock availability in the company system, Receipting of Capital assets into the company system.
- Ensure equipment availability before dispatching orders and provide information to Australian counterparts within specific time frames through emails and telephone calls to ensure effective processing of orders.
- Daily monitoring of Capital sales report
- Review overseas supplier's purchase orders before goods receipting for correct pricing, order number, and part number or description to ensure the accuracy of all data.

August 2017 – December 2018 DATA ENTRY/INVOICING ASSISTANT
DUNBRAE SUBIC, INC.
Subic Bay Freeport Zone, 2222 Philippines

- Enter and review service jobs for Coles, Woolworths, 7 Eleven, and Nestle in Australia performed by company service technicians and sub-contractors prior to invoicing to ensure all job information such as work done, job notes, parts used, labor hours, and is compliant with pricing schedule.
- Communicate and cross-check orders with Australian counterparts via phone call or emails in case a problem arises.
- Liaise with Australian sub-contractors via telephone and email to gather an up-to-date status of each job and to ensure that subcontractors provide all information and paperwork necessary for invoicing.

August 2016 – July 2017 CUSTOMER SERVICE REPRESENTATIVE
ABSOLUTE SERVICE, INC.
Subic Bay Freeport Zone, 2222 Philippines

- Works on a client-provided directory of US-based physicians and specialists by making outbound calls to clinics and hospitals to verify if patient admission is viable.
- Gather information such as referral fax numbers, and appointment date availability, and confirm the medical insurance being accepted by the facility.
- Assigned to work as interim quality assurance analyst for a mobile office leasing company and as a data researcher for publishing companies located in the USA.

May 2015 - March 2016 OFFICER-IN-CHARGE
CAFÉ BALOOGA – Harbor Point, Ayala Malls
Subic Bay Freeport Zone, Philippines

- Oversee food and beverage operations, marketing strategies, and promotions.
- Ensure that the services offered conform to the approved policies, regulations, and standards set by the management.
- Generate and review detailed daily, monthly, quarterly, and yearly reports on staff and profit.
- Responsible for recruiting, orientation, training, and coaching employees.
- Monitor the performance and quality of work performed by the staff by conducting monthly performance evaluations.
- Implement internal personnel policies, rules, and regulations concerning services to customers, customer relations, and related functions.
- In charge of payroll processing and monitors/updates Government-mandated benefits such as SSS, HDMF, and PHIC.
- Manage account payables and receivables.

March 2013 – April 2015 SOCIAL MEDIA – MICROSOFT DISCUSSION BOARD
MODERATOR
PCCW TELESERVICES (Philippines) INC.
Ortigas Center, Pasig City 1600

- Answer calls from North America’s Microsoft Mobile Oy consumers to provide basic troubleshooting and excellent after-sales customer service.
- Develop social media skills by working on Microsoft social networking sites such as Facebook and Twitter, and the support discussion board.
- Ensure a low percentage of escalation by frequently achieving “First Call Resolutions (FCR)”.
- Handle customer inquiries over the phone, email, or social media platforms.
- De-escalate complaints thus ensuring a low percentage of escalations by frequently achieving “First Call Resolutions (FCR)”.
- Investigate complaints and forward them to needed departments, if necessary.
- Maintain a good response rate on every social media platform and passes QA evaluations consequently hitting KPI targets.

November 2010 – March 2011

CUSTOMER SERVICE REPRESENTATIVE
WEST CONTACT SERVICES, INC.
Makati City, 1224

- Review credit card application calls to ensure that the applicant is compliant with the bank requirements.
- Ensure that all the information provided is sufficient and correct.

EDUCATIONAL ATTAINMENT:

College: Pangasinan State University
BS Hotel and Restaurant Management
Lingayen, Pangasinan
2005-2009

CHARACTER REFERENCES:

Reference will be available upon request.

I hereby certify that the above information is true and correct to the best of my knowledge and beliefs.



ANGIENINA G. DUMLAO