







ROSE ANN DELA CRUZ EUGENIO

Profile

Detailed-oriented dedicated person with proven track record of effective office management and advance MS Office with other tools while providing comprehensive support to executives. Proficient in handling confidential information, managing schedules and optimizing office operations. Strong organizational skills combined with excellent communication abilities to ensure efficient work flow and superior administrative support.

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Education

**BACHELOR OF SCIENCE IN
BUSINESS ADMINISTRATION
MAJOR IN MARKETING
Graduate, 2015**

Nueva Ecija University of Science
and Technology

Career Achievement

TOP PERFORMER OF THE YEAR 2021
Bank of Makati Finance Corporation

Areas of Expertise

Technical Skills

- Office Administration
- Data Entry

Techniques

- Administrative Support
- Database Management
- Confidentiality
- Time Management
- Attention to Details
- Adaptability
- Customer Support
- Telephone Etiquette
- Inventory Management
- Cash Handling
- Accounts Handling

Software

- Microsoft Office – Word, Excel, Powerpoint, Outlook
- Payroll.ph
- Content Management System

Work Experience | PH

HUMAN RESOURCE OFFICER, ADMINISTRATOR, PAYROLL ASSISTANT

Exceptional International Services and Safety Corporation
March 2022 to January 2023

- Prepares bank endorsement letter for new site employees. Communicates between the employees and the bank for any error or concerns
- Encode employee bank details in Payroll.Ph for site office
- Prepares and issues Temporary and PVC ID to new employees prior to deployment at site
- Tags employees who are Resigned or AWOL in the Payroll.Ph. Communicates with requestor and approver
- Process reloading of salary coordinate with Payroll Manager
- Maintain and request office supplies for the department
- Ensure complete 201 for newly hired employees
- Organizing and ocular visitation for venues on company events
- Provides administrative support to ensure efficient operation of office
- Makes travel arrangements for staff such as booking flights and hotel or restaurant reservations.
- Answers phone calls, emails, schedules meetings and support visitors
- Carries out administrative duties such as filing, typing, copying, and scanning etc.

BANK COLLECTION OFFICER

Bank of Makati Finance Corporation
July 2018 to March 2022

- Communicate with the clients to counsel them regarding their loan over phone call
- Monitor and hitting the target collection monthly of 93%-100%
- Remind and follow up clients on their current due and over due
- Provides itinerary for support counselor and notices (letter) for field visitation
- Input the daily transaction and conversation in the CMS
- Prepares the monthly Liquidation of Petty Cash Fund
- Supports team by performing tasks related to organization and strong communication
- Contributes to team effort by accomplishing related results as needed.
- Carries out administrative duties such as filing, typing, copying, scanning etc



Work Experience | PH

LOAN PROCESSING OFFICER

Angel heart Microfinance Inc.,
October 2016 – January 2018

- Prepare, check and validate the loan folder for the approval of the head
- Monitors daily collections and maintains balance ending of cash on hand and cash on bank using Microsoft excel
- Setting up a meeting for the client to explain the policies of the company according to their loan
- Responsible for month-end report and preparation of new dashboard
- Contributes to team effort by accomplishing related results as needed.
- Answers phone calls and emails
- Provides administrative support to ensure efficient operation of office
- Carries out administrative duties such as filing, typing, copying, scanning etc

CUSTOMER SERVICE ASSOCIATE

Manila Southern Associates Inc.,
September 2015 – May 2016

- Perform Day-to-day counter operations, receive cash, check payments and issue receipt and conduct cross-selling
- Perform end-of-day activities, conduct cash count, inventory count and reconcile with records of counter supplies and product inventory movements
- Prepare counter, replenish cash fund from treasury and prepare report for treasury
- Answers phone calls and emails
- Documentation of daily transaction and endorse to accounting department
- Maintain orderliness and cleanliness of the work area, equipment and facilities in accordance with safety and security standards

ADMINISTRATIVE ASSISTANT

Provincial Government of Nueva Ecija
April 2013 – May 2013

- Assist Individual who needs financial and medical assistance from the government
- Maintain contact list
- Conduct data entry on the system
- Answer phone calls and emails
- Greet and assist visitors to the office

STUDENT ASSISTANT

Nueva Ecija University of Science and Technology
June 2011 – April 2013

- Complete administrative task for department staff such as filing, photo copying, scanning and data entry
- Help to organize and coordinate department events and activities
- Greet visitors and provide assistance as needed
- Respond to inquiries from staff and students in a timely manner
- Maintain accurate records and filing system

CERTIFICATIONS

- **MICROSOFT OFFICE SPECIALIST: MS Word & Excel**, Microsoft Incorporated
- **HUMAN RESOURCE MAGEMENT**, Xceptional International Services and Safety Corporation
- **BUSINESS ETHICS AND SOCIAL RESPONSIBILITY**, Xceptional International Services and Safety Corporation
- **OPERATIONS MANAGEMENT**, Nueva Ecija University of Science and Technology
- **BANKING AND FINANCE**, Nueva Ecija University of Science and Technology
- **PROFESSIONAL DEVELOPMENT TRAINING PROGRAM**, Nueva Ecija University of Science and Technology
- **JUNIOR MARKETING ASSOCIATION**, Nueva Ecija University of Science and Technology