



MARK LAWRENCE SORIANO

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PERSONAL PROFILE

Detail-oriented logistics and supply chain professional with 5 years of experience in procurement and 2 years in warehouse operations and quality checks. Also experienced in customer service, helping customers with ticketing and healthcare-related support through clear communication and quick problem-solving. Skilled in improving supply chain processes, keeping inventory accurate, and making sure materials arrive on time through smart sourcing and strong vendor relationships. Experienced in using quality control steps to meet standards and improve daily operations. Known for being analytical, working well with different teams, and always looking for ways to make things better in fast-moving work environments.

PROFESSIONAL EXPERIENCE

WAREHOUSE OPERATIONS ASSOCIATE

Brands For Less Group
Industry: Retail
Dubai, UAE
July 2023 - August 2025

- Performed quality checks on incoming goods to ensure compliance with company standards and order accuracy.
- Resolved GRN discrepancies by verifying delivery records, purchase orders, and physical stock.
- Maintained accurate inventory data using INCREFF software and managed online product listings, including descriptions and uploads.
- Conducted barcode scanning and price verification, collaborating with cross-functional teams to streamline operational processes.

CUSTOMER SERVICE REPRESENTATIVE

Telus International Philippines
Industry: Business Process Outsourcing
Mckinley Rd., Makati City, Philippines
December 2022 - May 2023

- Provided customer support for SeatGeek users by assisting with ticket purchases, resolving order issues, processing refunds, and ensuring a seamless event experience.
- Assisted UnitedHealthcare members via Solutran with healthcare benefit inquiries, including card activations, balance checks, and navigating benefit programs with empathy and clarity.
- Maintained high levels of customer satisfaction by handling inquiries efficiently across platforms, documenting interactions accurately, and escalating complex issues when necessary.

PURCHASING cum ADMIN OFFICER

RJK Heavy Equipment Repair & Services
Industry: Construction
Bulacan, Philippines
October 2018 - May 2022

- Managed end-to-end purchase order processes to ensure timely and cost-effective procurement.
- Coordinated local and international logistics for heavy equipment, ensuring compliance and on-time delivery.
- Conducted regular inventory audits and collaborated with project managers to forecast material demand.
- Built strong supplier relationships to secure reliable sourcing, favorable terms, and long-term partnerships.

SUPPLY AND INVENTORY OFFICER

Medical Colleges of Northern Philippines
Industry: Education/University
Tuguegarao City, Philippines
Jan 2018 - Sept 2018

- Prepared and processed purchase orders in alignment with procurement requirements and company policies.
- Negotiated contracts and pricing agreements with suppliers to secure cost-effective purchasing and favorable terms.
- Maintained accurate and up-to-date inventory records to ensure optimal stock levels and support uninterrupted operations.

ELIGIBILITY

MOFA ATTESTED DIPLOMA IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT

Dubai, UAE

LICENSED PROFESSIONAL TEACHER

Field of Study: Social Studies
Philippines

NATIONAL CIVIL SERVICE PASSER

Philippines

ACADEMIC BACKGROUND

LOGISTICS AND SUPPLY CHAIN MANAGEMENT

Filipino Institute - Al Rigga
Dubai, UAE
Graduated November of 2024

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Cagayan State University
Philippines
Graduated SY 2016-2017

I certify that the above mentioned information are true and correct with utmost honesty.