

# Jonathan De Vera Junio

Abu Dhabi

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0507455925

To obtain a position where I could best make use of my skills, knowledge and experience in a very productive endeavor and thus, contribute to the company's development and success.

## Work Experience

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### **Treasury Associate**

Fresenius Medical Care Philippines

December 2017 to February 2019

- Cash Management- Collection and Deposit
- Prepares ORCS, FI and Other Reports
- Processes payments for utility bills
- Maintains and monitors Erythropoietin (EPO) Inventory
- Handles and reports Petty Cash transactions

### **Customer Service Representative**

Alorica Philippines - Makati

February 2017 to May 2017

- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.

### **Reeves Property Management Tourist Club Area Mina Road Abu Dhabi Administration Assistant**

May 2014 to January 2017

- Carrying administrative duties such as filing, typing, copying, binding, scanning etc.
- Processing expenses sheets and invoices, monitoring stationary levels and ordering office supplies.
- Covering the reception desk when required.
- Maintaining computer and manual filing systems.
- Provide information to internal colleagues or external enquirers.
- Handling sensitive information in a confidential manner.
- Coordinating office procedures, relying to email, telephone or face to face enquiries.
- Develop and update administrative systems to make them more efficient.
- Receiving, sorting and distributing the post.
- Answering telephone calls and passing them on.
- Maintain up-to-date employee holiday records.
- Coordinating repairs of office equipment.

- Greeting and assisting visitors to the office, photocopying and printing out documents on behalf of other colleagues.

### **Administration Assistant**

AMA Computer College Makati Campus - Manila

April 2012 to March 2013

- Encoded old and new enrollees using Oracle to set up the school's database
- Summarized the TESDA Call Center Training Report for submission to head office
- Prepared proposals for Free Call Center Training for successful BPO recruits
- Performed marketing blitz in feeder schools during Career Day to increase enrollment
- Reached and overshot targeted enrollment for 3rd trimester SY 2012-2013
- Prepared the deployment of graduates of the TESDA Call Center Training Program
- Assigned the task of determining the number of students enlisted in Oracle using the calculation of tuition
- Participated in marketing and promotional efforts for the school to attract new enrollees.

Sulo Riviera Hotel

January 2012 to April 2012

- Purchased materials for inventory and non-stock items for the whole hotel and its branches and tenants
- Reviewed Purchase Orders for faxing and/or EDI over to vendors
- Monitored submitted orders to confirm expected ship dates
- Audited monthly records of inventories, resolved errors on purchase orders as required
- Performed Investigative analysis on determining what/how/why materials came in incorrectly or damaged (for non-conformances)
- Reviewed open Purchase Orders not printed, miscellaneous clerical functions.
- Reviewed reports for stock outs and expediting open orders.
- Monitored price fluctuations and communicating changes as necessary.
- Assisted with stock rotations as needed.
- Reviewed line points/ order points for inventory stock levels.

### **Philippines Service Crew**

McDonalds Corporation Marikina City

October 2010 to February 2011

- Provided courteous and efficient food and beverage service to guests
- Provided prompt and professional quick response to guests' needs
- Performed general housekeeping and cleaning duties, including sweeping, mopping, cleaning glasses, furniture & fittings, laying of tables and up-keeping of rest room etc
- Handed out flyers
- Any other appropriate duties and responsibilities as assigned by the manager

## **Education**

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### **Bachelor's**