



# CAROLINE ALCISO RAMOS

MD 155 LONGLONG PUGUIS  
LA TRINIDAD BENGUET,  
PHILIPPINES  
Contact No. +639995534860

## PROFILE

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Highly – trained and motivated administrative assistant with over five years of experience providing clerical support to executive professionals.

## EXPERIENCE

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### Human Resource Staff/ Bookkeeper (Part-time)

Cesar’s Best Food Products, June 2019 to January 2022  
Longlong, La Trinidad Benguet, Philippines

- Review employment and working conditions to ensure legal compliance
- Recording transactions such as income and outgoings, and posting them to various accounts
- Processing payments
- Conducting daily banking activities
- Remitting government payables

### Administrative Assistant

Pines City Colleges, July 14, 2016 to February 28, 2019  
Magsaysay Avenue, Baguio City, Philippines

- Prepares and manages correspondence, reports and documents;
- Organizes and coordinates meetings, conferences, and travel arrangements;
- Takes, types, and distributes minutes of meetings;
- Implements and maintains office systems;
- Maintains schedules and calendars;
- Arranges and confirms appointments;
- Organizes internal and external events;
- Handles incoming mail and other material;
- Sets up and maintain filing systems;
- Set up work procedures;
- Collates information, maintain databases;

- Communicates verbally and in writing to answer inquiries and provide information;
- Liaisons with internal and external contacts;
- Coordinates the flow of information both internally and externally;
- Operates office equipment;
- Performs such other jobs as may be directed by the head

### **Purchasing Officer**

Pines City Colleges, July 14, 2016 to February 28, 2019  
Magsaysay Avenue, Baguio City, Philippines

- Compiles and maintains all data and information regarding purchases;
- Review purchase orders of the different departments, colleges and offices;
- Purchases materials, equipment, supplies and services for all colleges, departments and offices of the College whether within or outside Baguio;
- Monitors and controls department purchasing activities and consult on purchasing procedures;
- Develops and implements purchasing and management instructions, policies, and procedures;
- Canvasses and negotiates with suppliers to get better prices and deals;
- Works with suppliers to ensure prompt delivery;
- Liaises with Accounting Department to ensure that suppliers are paid on schedule;
- Sources new suppliers for better quality inventory as well as better prices;
- Prepares monthly reports on purchase requests and fulfillment thereof;
- Works within budget set for purchases;
- Reports to the Vice President for Administration;
- Performs such other jobs as may be directed by the head.

### **Human Resource Staff**

Optimum TranSource Inc., June 11, 2012 to November 3, 2012  
Suite 3-E West Burnham Place Baguio City, Philippines

- Assisting with day to day operations of the HR functions and duties
- Compiling and updating employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc)
- Deal with employee requests regarding human resources issues, rules, and regulations
- Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc)

- Support the development and implementation of HR initiatives and systems
- Provide counseling on policies and procedures
- Be actively involved in recruitment by preparing job descriptions, posting ads and managing the hiring process
- Create and implement effective onboarding plans
- Develop training and development programs
- Assist in performance management processes
- Support the management of disciplinary and grievance issues
- Maintain employee records according to policy and legal requirements

**Call Center Agent (Sales Account)**

Sutherland Global Services Inc., November 28, 2011 to February 20, 2012  
Clarkfield, Pampanga, Philippines

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- Establishing good rapport with clients.
- Supervising representatives to ensure increased sales.
- Guide callers through troubleshooting, navigating the company site or using the products or services
- Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items

**SKILLS**

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- Computer proficiency
- Data entry
- Attention to detail
- Leadership experience
- Critical thinking and problem solving
- Team work
- People skills

**EDUCATION**

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**COLLEGE**

**Benguet State University**, La Trinidad Benguet, Philippines  
Master’s in Human Resource Management (24 Units)  
(January 2018 to March 2019)

**Baguio Central University**, Magsaysay Avenue Baguio City, Philippines  
AB Professional Education (18 Units), LET Passer  
(November 2013 to March 2014)

**Baguio Central University, Magsaysay Avenue Baguio City,  
Philippines**  
Bachelor of Science in Business Administration major in Human  
Resource Development Management  
(June 2006 to May 2011)

TRAININGS

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**Advance Virtual Assistant Training**  
Clairvoyance Virtual Training  
December 20, 2021 to January 21, 2022

**Real Estate Virtual Assistant Course**  
LEJIT Online Virtual Assistance Academy  
December 18, 2021

**Conduct of School Learning Action Cell**  
Department of Education  
January 18, 2021

**Revisit of PCC's Philosophy, Vision, Mission, and Objectives**  
Pines City Colleges  
May 7 to 8, 2018

**Bookkeeping**  
National Institute of Information Technology  
March 6 to 11, 2017

SEMINARS

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**Leadership Performance Management Certification**  
The Greatness Hub  
February 16, 2022

**Personal Financial Management Certification**  
The Greatness Hub  
January 11, 2022

**Change Management Certification**  
The Greatness Hub  
January 11, 2022

**Stress Management Certification**

The Greatness Hub

January 11, 2022

**Productivity Management Certification**

The Greatness Hub

December 7, 2021

**Anti-Violence Against Women Seminar**

John Hay Management Corporation

November 16, 2018

**Innovative Leadership**

Pines City Colleges

July 17, 2017

I hereby attest and affirm to the best of my knowledge and belief that the above mentioned information is true and correct

**CAROLINE ALCSIO RAMOS**

**Applicant**