

# Raymond S. Golez

---

## WORK EXPERIENCE

### **February, 2023 to July, 2024, Resident Manager for Le Chateau Residences**

- Supervise day to day operations of the property
- Formulated working system for guest reservation, check-in and check-out
- Facilitate guests’ reservations using online platforms Booking.com, Agoda.com and Facebook
- Respond to guests’ inquiries utilizing email, phone and chat.
- Facilitate other guest requirements such as recommendations of itinerary, car rentals, ferry schedules, etc.

Platforms utilized during the job:

- Booking.com
- AirBnB.com
- Agoda.com
- MS Office
- Google Suite
- Skype
- Facebook

### **August 2022 to February 2023, Property Manager for Modern Community Management**

- Project Management/CSR
- CSR, manning the phones in the office on calls from homeowners, vendors and other entities
- Management of properties, homeowners and vendors using AppFolio
- Assigning emails to personnel in the company using HelpScout
- Renewal of insurance for HOAs with different insurance carriers in the US
- Process documentation
- Preparation of Secretary of State Filings (SI-100 & SI-CID) for HOAs
- Getting bids from vendors for HOAs requirements

Platforms utilized during the job:

- AppFolio
- Monday.com
- HelpScout
- MS Office
- Google Suite
- Ring Central

### **January 2020 to May 2023, Independent Contractor for Appen.com**

- Rate user posts for assignment at news feeds.

Platforms utilized during the job:

- In-house platform used to categorize user posts to feeds
- MS Office
- Google Suite
- Skype
- Facebook

### **February, 2018 to November 2019, Transcom**

- Customer/Technical Service Representative for Comcast
- Charged with customer’s billing issues
- Cross trained in basic troubleshooting for internet, telephone and cable

Platforms utilized during the job:

- In house platform used to facilitate cable, telephone customer account issues along with billing

## **December, 2012 to December 2017, Paradise Publishers, LLC**

- Editor In Chief
- Charged with the approval of author's submissions to the library
- Oversight on the day to day conversions (to ePub and Kindle formats) of eBooks submitted
- Oversight in the creation of various covers for author's submissions
- Customer support for subscribers
- Charged with the author's concerns on eBook submitted
- Resolve issues submitted by subscribers and authors at the helpdesk
- Resolve copyright issues from author's submissions
- Harvest and convert (to ePub and Kindle formats) titles researched over the internet and upload to library
- Promote library to academic institutions
- Team lead on the conversion of various titles (1,000 titles) for USB flashdrive marketed commercially online
- Coordinate online submissions with other publishers
- Marketing of eBook (I Trusted Him) commissioned by Paradise Publishers on domestic violence
- Facilitated in the featuring of I Trusted Him with the United Nation's Women Rights based in Greece

Platforms utilized during the job:

- Calibre
- Atlantis Word Processor for eBook conversion
- Photoshop for creation of covers
- MS Office
- Google Suite
- Skype for real time author support
- File Transfer Platforms for upload of eBooks in the library
- Google mail for customer and author support

## **June, 2012 to December, 2012 Akubo Software Incorporated**

- Customer Care Specialist (CRM)
- Follow up on client's subscription
- Facilitate client's 30 day trial to paid subscription
- Assist customers with queries regarding the various function of the software
- Train customer's employees on use of Akubo
- Evaluate customer's data structure for Akubo implementation
- Documented customer care workflow
- Assisted client in documenting Akubo workflow for their personnel
- Conducted client visits (in Metro Manila) to address various issues and did product presentation

Platform utilized during the job:

- Akubo CRM software
- Basic HTML for mass mailing
- MS Office
- Google Suite

## **2010 to May, 2012 Convergy's, Time Warner Cable, Road Runner High Speed Internet Account**

- Customer Service Associate (Technical), National Help desk
- Served as front liner technical support for Road Runner High Speed Internet (Time Warner Cable)
- Troubleshoot basic to advance internet connectivity issues for Road Runner subscribers

Platforms utilized during the job:

- In house platform used to facilitate cable, telephone customer account issues along with billing

## **2007 to 2010 Freelance BPO Work**

- Supervised work from home individuals for BPO work from jobs posted at Guru.com
- Virtual Assistant work for various clients
- Assigned projects to work from home individuals
- Oversight on day to day work making sure targets and deadlines are met
- Attained 5 star rating with a total (declared) earnings of \$7,656.08
- In charge of marketing, quality control of output submitted to clients

Platforms utilized during the job:

- MS Office
- Google Suite
- Google mail for customer and author support
- FTP software for upload of materials prescribed by various clients
- Various VOIP services as prescribed by the client

**June 2004 to March 2007      Silay Institute**

- Part time instructor, Computer Department
- College instructor in the area of Basic Computer Systems, Windows operating system and Microsoft Office

Platforms utilized during the job:

- Disk Operating System
- MS Office
- Powerpoint for instructional purposes
- Encarta for student research
- MS Access for student grading and information database

**July 2002 to February 2004      Freelance Work**

- Contracted (encoding and system) jobs for Specialist Healthcare Center Inc., Wys Communication, and LMS Electrical Supply
  - a. Inventory of items (from manual to automated)
  - b. Directory of clients and vendors
  - c. History of accounts receivable and payable transactions (from manual to automated)
  - d. History of sales transactions (from manual to automated)

Platforms utilized during the job:

- Quickbooks
- MS Office
- Quicken
- Lotus Suite (when applicable)
- MS Access for product and service database

**March 2000 to April 2002      Jison, Hinolan, Jocson & Co.**

- Technical Consultant on client automation requirements
- Set up A/R, A/P, Inventory and Sales system for the following companies:
  - a. Specialist Healthcare Center Inc.
  - b. RA Financial Services
  - c. LMS Electrical Supply
- Coordinate manpower pooling for subcontract jobs
- Supervised hardware maintenance and repair requirements
- Project manager for special projects

Platforms utilized during the job:

- MS Office
- File Transfer Platforms for upload of eBooks in the library
- Hotmail for customer email support
- Any other software as prescribed by individual clients

**July 1999 to January 2000      Wilshire Services Incorporated (Paranaque)**

- Administrative Officer
- Formulated automated system for the day to day operation
- Authored the existing marketing plan for the company
- Oversight in client's job order
- Schedule work order of clients for servicing
- Facilitate in credit collection
- Conduct site inspection for a potential client's work requirements

Platforms utilized during the job:

- MS Office
- Access for database
- Excel for spreadsheet
- Powerpoint for presentation

**April 1999 to June 1999                      Informatics Computer Institute (Alabang Branch)**

- Full Time Instructor
- Handled modular course offerings for Microsoft Operating Systems and Office

Platforms utilized during the job:

- MS Office
- Access for database instructional subject matter
- Excel for spreadsheet instructional subject matter
- Powerpoint for presentation subject matter

**August 1998 to January 1999    Mailing List Asia (Paranaque City)**

- List researcher
- Update list volumes for rental
- Coordinate after sales support with computer vendors
- Recommend hardware and software requirements and upgrades for procurement

Note: The company utilized a tailored software for creation of various mailing lists required by clients.

**1997 to 1998                      John B. Lacson Colleges Foundation (Bacolod City)**

- Officer in Charge (Computer Department)
- Designed LAN setup and lay out for computer laboratories
- Formulated system for student Internet access
- Formulated log in system for students with computer classes
- Draft marketing schemes for other income generating projects
- Authored 5 year plan for the Computer Department

Platforms utilized during the job:

- MS Office
- Access for database instructional subject matter
- Excel for spreadsheet instructional subject matter
- Powerpoint for presentation subject matter

**1992 to 1998                      John B. Lacson Colleges Foundation (Bacolod City)**

- Head of Computer Laboratories
- Formulated existing system for student's computer use
- Oversight in the repair and maintenance of computers

Platforms utilized during the job:

- MS Office
- Access for database instructional subject matter
- Excel for spreadsheet instructional subject matter
- Powerpoint for presentation subject matter

**1993 to 1996                      John B. Lacson Colleges Foundation (Bacolod City)**

- Subject Area Head, Computer Science
- Chaired the committee in the annual upgrade of course outlines for computer subjects
- Oversight and evaluation of computer instructor's performance
- Formulate and implement various marketing plans to attract potential enrolees
- Spearheaded applications for new course offerings to the Commission on Higher Education
- Assignment of subject loads to computer instructors

Platforms utilized during the job:

- MS Office

- Access for database instructional subject matter
- Excel for spreadsheet instructional subject matter
- Powerpoint for presentation subject matter

**1991 to 1998                      John B. Lacson Colleges Foundation (Bacolod City)**

- Instructor, Computer Science
- Assist the Dean of Academic Affairs in other curricular related tasks
- Facilitate software training for various offices

Platforms utilized during the job:

- MS Office
- Access for database instructional subject matter
- Excel for spreadsheet instructional subject matter
- Powerpoint for presentation subject matter

**EDUCATION**

June 2002 to March 2003	University of St. Lasalle, Bacolod City Units in Master in Information Technology
June 1992 to March 1993	University of St. Lasalle, Bacolod City Units in Master in Business Administration
June 1988 to May 1991	West Negros College, Bacolod city Bachelor of Science in Commerce major in Data Processing Supplemental in Education

**REFERENCES**

Virgilio Goba, Jr.  
Head Computer Department  
John B. Lacson College Foundation  
jun.goba@jblfmu.edu.ph  
+639988893841  
My former Supervisor

Nicolas Gremion  
CEO, Paradise Publishers Inc.  
<https://www.linkedin.com/in/nicolasgremion/>  
+1 775-461-5141  
Owner of the company I worked for remotely for over 4 years

Fatima Cubos  
Operations Manager  
Transcom  
fatimacubos@gmail.com  
+6399907379989  
My former supervisor

Manny Singh  
Modern Community Management  
info@moderncm.org  
+1 (408) 663 2566

Date of Birth: August 31, 1968  
LinkedIn: <https://www.linkedin.com/in/raymond-golez-4750a565/>  
Speed test: <https://www.speedtest.net/result/16862070476>  
Video Link: <https://drive.google.com/file/d/1uZh0utndn1s347LzJYOcmDDLFC6LXFyl/view?usp=sharing>

System Specifications:  
Device name    RaymondGolez  
Processor       Intel(R) Core(TM) i5-4210U CPU @ 1.70GHz    1.70 GHz  
Installed RAM   8.00 GB

Device ID	74A5FB7B-7BCE-4774-A768-6B3FD94606E1
Product ID	00331-10000-00001-AA040
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display