

**MOBILE NUMBER**

0922 9308059

SKYPE ACCOUNT

Rochelle Ann Cananua



cananuarocheleann@gmail.com



B14 L5 PH1 Pitch St,
Amaresa 3 Brgy. Loma De
Gato Marilao Bulacan

SKILLS

- HR/Admin
- Talent Sourcing/Management
- Account management
- Invoice management
- Operations management
- Inventory Management
- Customer Service
- Email management
- Calendar management
- Lead Generation
- Sales

LANGUAGES

- English
- Filipino

ROCHELLE ANN B. CANANUA

PROFESSIONAL EXPERIENCE

Team player, committed, dedicated, trustworthy results oriented professional almost 10 years performing in fast paced environment in SaaS, Sales, HR, Admin, Customer service and Account management.

WORK EXPERIENCE

**The Transmutation Principle Administration
manager/PH representative****February 2024 - Current****HR & Recruitment**

- Manage talent screening and interview processes for open headcounts.
- Develop and track upskilling programmes for team members.
- Contract management

Finance

- Prepare, track and follow up on quotations, invoices and payments with internal team members, suppliers and customers.
- Partner closely with company founders to track and manage cash flow ie. team expenses and miscellaneous costs.
- Manage and troubleshoot customers' vendor onboarding processes.
- Manage internal customer payment onboarding processes for new customers.
- Manage and maintain our CRM (Customer Relationship Management) database.
- Maintain payroll processes and prepare monthly payslips for team members.

TOOLS

- Microsoft tools
- Slack
- Zoho
- Teamwork
- Hubstaff
- SAP
- ERP
- Xero
- Canva
- Zoom
- Boolean
- LinkedIn Sales Navigator
- Trello

Operations Support

- Support team scheduling such as weekly team meetings and team events
- Create and maintain internal communication processes such as Trello, Google Chats, Email Groups.
- Identify areas of improvement in internal communication processes and proactively develop and optimise processes to improve efficiencies.
- Prepare and manage new employee onboarding.
- Manage and maintain office operations such as office leases, inventory, tools and platforms licences, etc.
- Administration business partner to the Managing

Miscellaneous

- Localised coordination support for activities in the Philippines.

Admin

- Organise, schedule and inform on upcoming meetings and calls on behalf of the Managing Director

Sales

- Manage sales communication via email and intro calls.
- Generating leads.
- Delivering pro-bono and pro Climate Fresk workshops
- Updating CRM (Client database)

V360 Global Solutions, Inc. | Intake officer **July 2023 - December 2023**

- Intake process
- Reviewing NDIS plans and allocating the funds accordingly
- Invoicing

EDUCATIONAL ATTAINMENT

BACHELOR OF SCIENCE IN
COMMERCE MAJOR IN
LOGISTICS MANAGEMENT
2005-2009

Svested | HR and Admin Specialist

Mar 2022 - May 2023

HR

- Crafting job description and job posting
- Sourcing, screening, initial interview and sends endorsement to Head of Department and CEO
- Contract management
- Conduct onboarding, email set up, access to google drive as well as Offboarding

Admin

- Manage company tracking system like Operations and Sales tracking documents
- Responding to emails from external contacts
- Arrange ESOP Advisory calls and book into calendar accordingly
- Schedule meetings

Finance

- Process and issue invoices to clients who availed our services ESOP and/or Corporate Secretarial services
- Liase with Sales and Operations team regarding invoicing requests
- Updates Svested payment tracker
- Sends out Payment follow up emails

Operations

- Consolidates KYC documents of clients for Incorporations
- Conducts screening of clients through Artemis by filling all the personal information and uploading all the documents in the system

Found & Seek | Talent manager

June 2021 - Feb 2022

HR

- Job posting
- Creates messaging templates and process flows
- Onboarding & Offboarding
- Talent sourcing
- Screening of resume
- Conducts initial interview and sends assessment
- Prepares endorsement to move forward to next interview
- Gives access to google drive
- Offboarding of internships (remove access in drive, sends thank you email and internship evaluation form

Admin

- Updating folder structure
- Schedule meetings
- Assist in the preparation of weekly report (KPIs)through google sheet
- Maintains and develops filing system
- Prepares Highlight videos from each of team members for the weekly Townhall meeting

Growth and Sales

- Draft customer persona
- Prospecting in different segments (Academia, FMCG, Banking and Construction)
- Drafts Outreach emails
- Sends outreach emails

Datafox/Oracle | Sourcer

June 2019 - May 2020

- Source talents from through different platforms like LinkedIn, Hubstaff and Facebook
- Screen and qualifies applications
- Schedules and conducts initial interview (Chat and call)
- Calendar management
- Process endorsement for Final interview

Gandang Kaikasan Inc. | Branch Operations Account manager

Sept 2011 - Sept 2017

Sales

- Process Branch orders (LUZVIMIN via web facility
- Assists branches in adhering to recommended stock level
- Provides product alerts on low, critical and those for discontinuance
- Ensures back orders are fully served
- Overall assist in MTO (New Product Launch Day) Head office/branches

Customer service

- Process product complaints from branch dealers
- Assists branches on operational concerns
- Ensures that branches' level of delighting the customers is at par with Head office Standards.

Logistics

- Monitor orders and delivery cycle
- Ensure minimal if not zero delays in the delivery
- Liase with Logistics and Warehouse team regarding delivery matters.

Technical

- Upload product codes in SAP through team view sessions with branches.
- Troubleshoot basic SAP concerns and rectify common errors.

Finance

- Monitor credit lines and payment dues
- Assist branch in understanding payment dues
- Monitoring payments and processes payments via credit card

Operations

- Supports new opening branches in their operations. A 3-day support to new branches on the encoding their initial inventory, cashiering, visual merchandising and troubleshooting of technical errors

Convergys Philippines| Customer service associate Nov 2010 – July 2011

Customer service

- Receives incoming calls to assist in credit card concerns of clients; payments, purchases, due dates
- Updates credit card accounts of clients

Cobalt Resources Incorporated| Inventory coordinator June 2009 – Oct 2010

- Monitors Inventory related activities such as Items receiving, processing or orders, packing of items and proper labeling before delivering to clients.
- Implements guidelines set by the manager and supervisor
- Monitors manpower and scheduling of team
- Encodes received items from suppliers and coordinates to departments concerned if there are discrepancies
- Process Sales orders, Delivery receipts and Sales invoices
- Responsible for information dissemination of memos and guidelines
- Monitors tracking of items beyond company premises