

MICHELLE PESANDO

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OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EDUCATION

Palompon Institute of Technology

June 2011-March 2015

Bachelor of Secondary Education Major in Filipino

WORK EXPERIENCE

Colegio De San Francisco Javier Inc.

June 2017 - March 2019

Teacher

- Teaching students based on curriculum guidelines within my specialist subject area.
- Planning, preparing and delivering lessons to my students.
- Encouraging students participates in lesson and other school related activities.
- Manage one of the organizations in school.
- Support the leadership team to implement the school's development plan.
- Evaluate and report the behavior of students.
- Make the grades of students.
- Ensured the highest standards teaching and applied the up to date teaching methods.
- Attend seminars to improve my teaching skills.
- Taking part in opportunities to boost my own learning and continuous professional development (CPD).
- Attend staff meeting to improve schools and student's performance.
- Conduct meetings with the parents and guardians of my students to discuss the different achievements and behavior of their child.
- Create lesson plan and curriculum guide for my students.
- Create PowerPoint presentation as my preparation for my lesson.

PERSONAL INFORMATION

Date of Birth : June 10, 1995

Marital Status : Married

Nationality : Filipino

Age : 26 years old

SKILLS

Skilled in Research

Creativity Skills

Customer Service

Time Management

Critical Thinking

Handling Pressure

Strong Work Ethic

CHARACTER REFERENCE

Jenevie Remonte - "PH GLOBAL JET EXPRESS INC."

Branch Admin

09978725288

Joan Lucanas - "PH GLOBAL JET EXPRESS INC."

Branch Admin

09383290880

Elvie Carlobos - "Colegio de San Francisco Javier Inc."

Director's Secretary & Librarian

09317286733

LANGUAGE

English Tagalog Waray Cebuano

ACHIEVEMENTS & AWARDS

Most Outstanding Employee Award

PH Global Jet Express Inc.

March 2020 - May 2021

Supervisor

- Assists customers complains such as wrong item or damaged item and communicate to Quality Control department to find solutions and to inform also the sender.
- Recommend potential VIP customers to Regional Key Account Manager for contract signing.
- Communicate to receiver and sender of all delayed parcels especially if the weather is not good.
- Create EOD report as accomplishments.
- Make sure that the branch is always clean.
- Create inventory report of all supplies received.
- Monitor all backlogs and solve it as soon as possible to avoid penalty.
- Communicate to Area Manager, Regional Manager, Operations Manager and CEO of all problems encountered in the branch.
- Lead the team members via motivation, delegation, and instruction.
- Interviewing, hiring, and training new team members.
- Promoted to Supervisor after 5 months of being a trainer.
- Process the business permit of branch.
- Received the COD remittance of sprinters
- Manage the whole operation of branch.
- Conduct the hiring process of branch and communicate to HR Personnel for possible candidate in the position.
- Trained the newly hired employee of all operation flow, SOP's and Memo's.
- Conduct refreshment trainings for old employees.
- Creating and managing the schedules of all employees in the designated branch.
- Evaluate the employees under my management.
- Solved issues under my management.
- Make sure that the operations will go smoothly.
- Make sure that my handled branch should be zero penalty and will be in the list of top branches in Eastern Visayas.
- Monitored all parcels.
- If lack of sprinters personally go to the field and do the delivery.
- Communicate to finance department for all money matter especially the expenses and remittance of branch.
- Make the liquidation of all cash advances and submit to finance.
- Respond and solve the social media, damage, and wrong item complaints from Regional Quality Control department.

CMJ Express Distribution

June 2021 - September 2021

Accounts Receivable

- Process, verify and posting receipts for goods sold or services rendered.
- Research and resolve account discrepancies.
- Process and record transactions.
- Maintain records regarding payments and account status.
- Obtain information from other departments to ensure records are accurate and complete and that accounts receivable ledgers and journals are up-to-date.
- Worked with the collections department to review accounts, client payments, credit history, and develop new or better repayment terms.
- Perform administrative and clerical tasks, such as data entry, preparing invoices, sending bill reminders, filing paperwork, and contacting clients to discuss their accounts.
- Generate reports and statements for internal use.
- Engage in ongoing educational opportunities to update job knowledge.
- Prepare allowances and authority to travel for the delivery and extract.
- Make collection receipts and attached it to the receipts.
- Create the statement of accounts to attach in the charge invoice receipts for collection.
- Prepare the delivery.
- Check collection remittances.
- Check Daily Sales Report (DSR), Weekly Sales Performance Report (WSPRR) and Extract Remittance Report
- Check and Verify Logbook of Cashier vs. Remittance Report of collector or salesman
- Update Extract and Booking Reports in Whiteboard
- Monitor Collector and Extract Salesman (Location, Concerns) (Call and Text)
- Update Online Deposits of Customers or Extract Deposits in Whiteboard
- Ask for a Report of Extract thru text
- File invoices
- File a copy of SCL, WSPRR and Remittance Report Form of Extract
- Check the stocks returned or B.O and validate it to the Warehouse then forward to Audit for Credit Memo.
- Remind the collector and extract to deposit cash at the end of the day
- Make Productivity Report of Collector that will be send to Viber-CM AR TEAM group
- Make Credit memo for any Display Allowance, Listing Fee and Discounts.
- Update Overdue, Due and Undue

- Submit to Warehouse for Checking, Creating Delivery Receipts, Invoicing and Picking

TRAININGS AND SEMINARS

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Title: Enhancement of Computer Basic Operations Skills Training

Date: February 1 to 12, 2020

Venue: Northern Leyte College, Palompon Leyte

No. of Hours: 80 Hours

Title: The Importance of Professional Development in Improving Quality Teaching

Date: May 5 to 6, 2018

Venue: Franciscan College of the Immaculate Conception, Baybay City

No. of Days: 2 Days

Title: 2018 School-Based In-Service Training

Date: October 22 to 26, 2018

Venue: Colegio de San Francisco Javier Inc., Palompon Leyte

No. of Days: 5 Days

Title: DepEd-PEAC Summer In-Service Training (INSET)

Date: May 22 to 24, 2017

Venue: Holy Infant College, Tacloban City

No. of Days: 3 Days

Title: Basic Computer Systems

Date: March 10 to April 2, 2016

Venue: Palompon Institute of Technology, Palompon Leyte

No. of Days: 24 Days