

MICHELLE PESANDO



Contact

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📍 Barangay Caduhaan, Palompon, Leyte

Personal Information

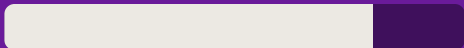
Date of Birth : June 10, 1995

Marital Status : Married

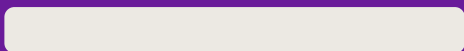
Nationality : Filipino

Skills

Skilled in Research 80%



Creativity Skills 100%



Customer Service 100%



Time Management 100%



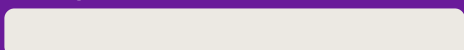
Critical Thinking 80%



Handling Pressure 100%



Strong Work Ethic 100%



Achievements & Awards

Most Outstanding Employee Award

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.

WORK EXPERIENCE

Colegio De San Francisco Javier Inc.

Teacher

June

2017 -

March

2019

- 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.

Language	PH Global Jet Express Inc.	March
English Tagalog Waray Cebuano	Trainer <ul style="list-style-type: none"> Trained the newly hired employees such as Company Culture, Prohibited Items, Standard Operating Procedures and Memo's. Conduct branch visit in whole Eastern Visayas. Conduct refreshment trainings every month of all employees. Conduct and set meetings to refresh the Memo's and SOP's we cascaded. Conduct evaluation knowledge exams for all employees regardless of ranks. Make EOD as accomplishment report. Communicate with our Trainer Supervisor for all problems raised by other employees especially the immediate superior in the branch. Try to solve or fix all problems we encountered especially the problematic branches not following the SOP's. Make sure that all SOP's and company rules should be followed at all times. Monitor that all backlogs should be solved. 	2020 - August 2020

PH Global Jet Express Inc.

September

Supervisor

2020 -

May

2021

- 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

Accounts Receivable

2021 -

Present

- 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

EDUCATION

Palompon Institute of Technology June
Bachelor of Secondary Education Major in Filipino 2011-

CHARACTER REFERENCE March
2015

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

TRAININGS AND SEMINARS

TRAININGS & SEMINARS

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