



ANAROSE B. ROMO

Customer Feedback Analyst/Office Clerk

Working on customer feedback daily has taught me the importance of streamlining processes and proper cascading of these, not only to stakeholders and co-process owners, but most importantly to customers. I've also developed a strong sense of responsibility in making sure that all documents are in conformance with the standards, attached with the appropriate and complete set of supporting documents as needed.

EDUCATIONAL HISTORY

VISAYAS STATE UNIVERSITY

BATCH 2022

Bachelor of Science in Agribusiness
CUM LAUDE

BAYBAY CITY SHS

CLASS OF 2018

Accountancy and Business Management Strand
WITH HIGH HONORS

CAREER HISTORY

CUSTOMER FEEDBACK ANALYST/OFFICE CLERK

April 2023-Present

Visayas State University

- Collects and encodes feedback survey forms gathered from online, printed forms, and other sources
- Consolidate and analyze data (ratings, comments) to generate monthly customer feedback reports for offices
- Responsible for checking the correctness of documents and ensuring all attachments are complete
- Ensures proper documentation and monitoring, filing, and storing of ISO and other accreditation documents and activities
- Do other clerical duties such as drafting and preparing letters as well as receiving, releasing, and routing documents

RESEARCH ENUMERATOR

October 2022

Small Farmers and Fisherfolks Indebtness Survey by DA-ACPC

- Conducted on-site interviews to farmers and fisherfolks in the region as identified randomly by the Department of Agriculture-ACPC staffs.

SKILLS

- Computer Literate (Word, Excel, PPT, Email, GDrive, Canva)
- Excellent verbal and writing skills
- Excellent analytical skills
- Team player and team leader
- Honest and can multi-task
- Detail-oriented

CONTACT

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REFERENCES

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