

# ERLYN VILLAFLORES-BALDOZA

Lezana Subd. Ext., Bagacay  
Dumaguete City  
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## PERSONAL INFORMATION

Civil Status : Married  
Husband : Ronald L. Baldoza  
Son : Prince Earl Raph Villaflores  
Father's Name : Ernesto C. Villaflores  
Mother's Name : Lydia Mongcopa

Citizenship : Filipino  
Height : 5 feet  
Weight : 57 kilos  
Date of Birth : April 10, 1977

## EDUCATION

*College* **Bachelor of Arts, Major in Political Science**  
Silliman University, 1994-1999

*Secondary* **RTPM-Dumaguete Science High School**  
Graduated: March, 1994

*Elementary* **City Central Elementary School**  
*1<sup>st</sup> Honorable Mention*  
Graduated: March, 1990

## TRAININGS/SEMINARS ATTENDED

- Promotion of Green Economic Development by DTI – September 8-9, 2016
- Basic Occupational Safety and Health Training by OSHNET – Dec. 12-16, 2015
- Occupational First Aid Course (DOLE requirement) – Sept 8-9, 2015
- **Six Sigma Green Belt Certification – June 3 – July 6, 2015**
- Supervisor Academy Certification – May 2014 to June 2015
- Middle Management Development Program - June 3-30, 2012
- Supervisor's Immersion - June 14 & 15, 2011
- Supervisor's Competency Enhancement Training -June 10, 2011
- CALL CENTER 101 AND FISH PHILOSOPHY – June 2011

## ELIGIBILITY

**Civil Service Eligible: Sub- professional = 86.9%**

## **WORK EXPERIENCES**

**Operations, Administrative & Benefits Officer**  
**Health and Safety Officer**  
**Philippine Red Cross certified First Aider**  
**Reception and Housekeeping Supervisor**

**Sea Dream Resort Management and Development Inc.**  
Sea Dream Drive, Masaplod Sur, Dauin, Negros Oriental  
**(June 1, 2015-January 23, 2017)**

### **Scope of Work:**

- Supervises ten (10) housekeeping personnel and five (5) maintenance personnel.
- Functions as Administrative & Benefits Officer. *Remits & Reports to SSS, Philhealth and HDMF contributions;*
- Delegated as company's Safety Officer and First Aider.

### Administrative Function:

- Calls for repairs, suppliers, laundry; Contact Laundry services – make arrangement for pick up and call them if there are missing or undelivered items.
- Record keeping of the 201 File;
- Drafts memos and warnings;
- Submits Tourist Influx reports to the municipality;
- Bi-weekly inventory on tissue, soap, shampoo, toothcare, minibar items;
- Receives and keeps record/inventory of purchases such as linens, towels, furniture, bed, tv etc.);
- Monthly summary of motorbike rentals and maintenance;
- Keeps record of Gym attendance;
- Printing of guest check-out slip;
- Process Environmental Compliance Certificate;
- Incharge of the Construction Safety and Health Program – do bi-weekly check if workers are wearing their personal protective equipment like helmet, goggles and mask;
- Request for items to be purchased/purchase order (from Housekeeping and office).

### Employee and External Relations Function:

- Process Environment Compliance Certificate;
- Submit necessary documents to agencies, like DOLE, DENR and other government offices upon their request;
- Draft contracts, deeds, affidavits, SPA, agreements and other legal forms;
- Draft memorandums and notice to employees with offenses;
- Process Land Titling and annotations of Lease Contract, Real Estate/ Chattel Mortgage.

### Supervisory Function (Operations)– Housekeeping/Groundkeeping and Maintenance Department:

- Preparation of schedule to be submitted to the payroll;
- Attends to resort events and organize that there is enough manpower for before and aftercare;
- Makes sure that the overall appearance of the resort is clean; rooms, CR, pool, linens and towels.

### Accounting/Benefits Function:

- Reports new employees to SSS, Philhealth and HDMF;
- Submits monthly contributions to SSS, Philhealth and HDMF;
- Files for employees' Maternity Leaves, Sickness Notifications and Claims, Salary Loans (SSS and HDMF);
- Updates bank remittances from clients;
- Updates employees' BIR status (1902);
- Keeps record of company's Social Fund and reports to CEO;
- Keeps and updates record of tenant's rentals and electric usage.

**Social Media and Blog Management Team Administrator:**

**Qualfon Philippines, Inc.-Dumaguete**

Cervantes and V.Locsin Sts., Dumaguete City

**(June 2012-June 2015)**

**Scope of Work:**

- o **Manages the Social Media and Blog Management in Dumaguete center.**
- o **Supervises the Email and Chat representatives using the Kana platform.**
- o Non-voice, Supervises agents corresponding in Facebook, Twitter, YouTube and Blog & Forums sites using the Parature platform.
- o Corresponds to international clients and provides feedback to escalations, email to corporate team for accounts that are critical and needs special attention, reports downtime, and attends calibration to enhance team performance.
- o Replies to customers who have complicated issues and escalate the same to admins for proper resolution.

**Operations Supervisor**

:

**Qualfon Philippines, Inc.-Dumaguete**

Cervantes and V.Locsin Sts., Dumaguete City

**(August, 2010 – June 2015)**

**Scope of Work**

- *Executive Resolution Team Supervisor – Nov. 2011-June 2012*
  - o Supervises about 20 agents handling managerial and escalated calls.
- *Escalation Group (SupGroup) Supervisor-Feb. 2011-Nov. 2011*
  - o Supervises about 20 agents handling supervisor/ escalated calls.
- *New Hires (Tier 1) Supervisor – Sept. 2010-Feb. 2011*
  - o Supervises agents who are newly hired.

**Quality Assurance Analyst**

:

**Qualfon Philippines, Inc.-Dumaguete**

Cervantes and V.Locsin Sts., Dumaguete City

**(June, 2010 - August 2010)**

**Scope of Work:**

- Evaluates calls to make agents are following the correct processes and procedures set by the clients.
- Provides one-on-one coaching and feedback to agents, reporting, root cause analysis, executing action plans

**Office Manager**

:

**CFORCE SECURITY SERVICES, INC.**

Rizal Boulevard, Dumaguete City

**(August 1, 2009-February 28, 2010)**

**Scope of Work:**

**Finance and Office Duties.**

- *Handles financial operation of the office;*
- *Updates books and ledgers;*
- *Remits SSS, Philhealth and HDMF contributions;*
- *Prepares and makes payroll;*
- *Disburses daily expenses and salaries.*
- *Prepares monthly financial reports and submit to the accountant for review.*

**Production Supervisor**

:

**MARIA BAY STONE & SHELLCRAFT IND., INC.**

Mr. Gerhard Luedtke – Financier/Capitalist

(MB TABLADA STONE & SHELLCRAFT FACTORY of

Marites B. Tablada – Proprietor/Owner)

Candaping B, Maria, Siquijor

**(Nov. 6, 2006 – March 17, 2008)**

**Scope of Work:**

**Supervises the daily operations of a stone and shellcraft Factory.**

**Office :** *Monitors the routes, the gasoline consumptions, mileages and the maintenance of vehicles;*

- *Monitors the usage and maintenance of two (2) high powered generators, electric water pumps, air-conditioning units and other production related machines and equipment;*
- *Evaluates and monitors the daily attendance of production workers;*
- *Incharge in the daily communications with international clients and sales agents;*
- *Consolidate reports for submission to Mr. Luedtke;*

**Production:** *Overall incharge of the quality of the products for export;*

- *Incharge of the schedule for the sample carvers and painters;*
- *Monitors the mold making process and its quality;*
- *Incharge of the production for the first sample piece;*
- *At some point, incharge for the whole inlaying dept.*

**Collection Supervisor**

**: ST. MICHAEL MANPOWER SERVICES**  
(The Law Offices of Bejar Moncada Nuique Catacutan and Associates, Credit Division)  
EBT Building, Rizal Boulevard, Dumaguete City  
(Dec. 26, 2005 – Nov.5, 2006)

**Scope of Work:**

**Finance Duties.**

- *Handles financial operations of the office;*
- *Updates books and ledgers;*
- *Remits SSS, Philhealth and HDMF contributions;*
- *Prepares and makes payroll;*
- *Disburses daily expenses, salaries and monthly commissions.*
- *Submits monthly financial reports.*

**Supervises Call Agents and other staff.**

- *Supervises agents in calling assigned borrowers with regard to their loan accounts in Hong Kong;*
- *Monitors local and international calls;*
- *Monitors serving of Demand Letters;*
- *Evaluates staff performances quarterly.*
- *Presides on monthly management and staff meetings;*
- *Reviews application letters and interview applicants.*

**Makes and sends Communications.**

- *Makes and sends out communications to HongKong in requesting for Updates, Request for Retention and reassignment of Accounts, etc;*
- *Makes memos;*
- *Makes weekly transmittals of bank receipts and email to Hong Kong;*
- *Makes monthly and cumulative reports of accounts endorsed to the office.*

**Non-Legal Staff**

**: EDLAW OFFICE Advocates and Counsellors**  
Plaza Dona Milagros Bldg., Pinili St.  
Dumaguete City  
(Dec. 2002-Dec. 24, 2005)

**Scope of Work:**

**Centralize incoming and outgoing communications, pleadings, court orders, files, documents, etc.**

- *Logs incoming documents daily;*
- *Routes incoming documents to all the lawyers;*
- *Filing of routed documents accordingly*

- Dispatches outgoing communications through fax, email and / or courier;
  - Maintains office copy of all outgoing communications and pleadings
- Centralize incoming and outgoing phone calls.**

- Answers all calls and transfer to concerned lawyer or staff;
- Makes outgoing calls for the lawyers;
- Identify phone bills every month.

**Other Related Tasks:**

- Makes transportation and accommodation bookings for traveling lawyers whose having an out of town hearings or court appearances;
- Makes presentations using powerpoint and hand-outs for training activities or presentations;
- Handles procurement of office supplies;
- Assists in the encoding of pleadings and other court or legal communications;
- Incharge with internet and networking of office computers and monitors the maintenance of computers and other office equipment.

**OTHER WORK EXPERIENCES:**

- Campaign Secretary** : **LIBERAL PARTY HEADQUARTERS STAFF**  
**For Atty. Myrish Cadapan-Antonio**  
  
2010 National & Local Elections  
(March 8 – May 10, 2010)
- Customer Service Representative** : **Teletech-Dumaguete City**  
(March 30, 2008 - July 30, 2009)
- Education & Training Officer** : **BEL’AIR PARIS, Shiang Series Phils.**  
Unit 106, G/F Pacific Star Building  
Sen. Gil Puyat St. cor. Makati Ave., Makati City  
(August – October 1999, February-October 2002)
- Executive Assistant** : **Atty. Myrish Cadapan-Antonio**  
City Councilor, Dumaguete City  
Partner, EDLAW OFFICE  
(June 2001-February 2002)
- Campaign Secretary** : **Atty. Myrish Cadapan-Antonio**  
City Councilor, Dumaguete City  
2001 & 2004 National & Local Elections  
(February 2001 - June 2001)  
(February 2004 - June 2004)
- Part-time Online Researcher** : **JFORTECH CO.**  
Gifu Prefecture, Japan  
(February 2001 – May 2001)
- Starmart Cashier** : **RSO Caltex Station**  
Daro, Dumaguete City  
(November 1999 – May 2000)
- Field Researcher Dengue** : **Department of Health – Survey on**  
(Summer Job) City Health Office, Dumaguete City  
(March – June 1992)

## **HONORS AND AWARDS RECEIVED**

- Academic : 1<sup>st</sup> Honorable Mention, Grade VI  
Consistent Honor Student, SY 1984-1990
- Qualfon : Top Supervisor for the month of August 2012  
Top Supervisor for the month of September 2012  
Top Supervisor for the month of December 2013  
Top Supervisor for the month of August 2013  
Top Supervisor for the month of January 2014  
Top Supervisor for the month of February 2014

## **SCHOLARSHIP GRANTS**

1. Baccay Scholarship Foundation, Silliman University (SY 1995-1997)
2. Silliman University Dance Troupe Scholarship (SY 1997-1999)

## **ORGANIZATIONS**

1. Silliman University Dance Troupe
2. Duscian Sillimanites (Dumaguete Regional Science High School)
3. CHOICE 2 - Single Young Adults of the Marriage Encounter

## **SPECIAL SKILLS**

- Computer Literate with an average skills on Microsoft Word, Microsoft Excel, Microsoft Power Point, Dropbox and Google Drive;
- Hands-on knowledge in field research and research methods;
- Sufficient knowledge on multi-level marketing trainings;
- With expertise for a number of years on incorporations of stock and non-stock corporations, organizations and foundations with the Securities and Exchange Commission;
- Ample experience on land titling, legal documentation and preparation of legal documents;
- Well oriented on employer-employee relationship;
- Social media and blog management expert.

## **REFERENCES**

**Atty. Sheila Lynn M. Catacutan-Besario**

Dean, College of Law, Silliman University  
Managing Partner  
BEJAR & PARTNERS

**Atty. Myrish Cadapan-Antonio**

Partner  
EDLAW OFFICE Advocates and Counsellors

Program Manager, Leadership Development and Rubenstein Fellowship

**Harvard Kennedy School**

John F. Kennedy School of Government  
Mailbox 124  
79 JFK Street  
Cambridge, MA 02138

**Mary Ann Catane-Omictin**

Training Coordinator  
Qualfon Philippines, Inc.