

RONALD M. MALIG

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OBJECTIVE

Seeking a position of challenge and service in a professional environment.

HIGHLIGHTS

- Multi-tasked and responsible
- Knowledgeable in Frontline Management
- Computer Skills: MS Word, Excel and PowerPoint
- Type 30 wpm and 10-Key by touch
- Action oriented and efficient
- Strong Communicator

PROFESSIONAL EXPERIENCE

Bookkeeping/Administrative Experience,

- Responsible for maintaining customer accounts accurately.
- Prepared and established accounts according to company regulations.
- Experienced in constructing and producing business proposals, studies, letters and correspondence.
- Performed general office duties to include faxing, copying, filing, mail processing and distribution.
- Responsible for general booking duties to include data-entry, invoices, purchase orders.
- Prepared financial reports quarterly, semi-annually and annually by department.

Customer Service/Human Resource Skills

- Experience in providing all levels of internal and external customer service.
- In-depth exposure to Payroll, Recruitment, Benefits, Bonuses, and Standard Policies for New Hirees
- Practiced exceptional service with customers in compromising and negotiating individual sales.
- Administered the ability to prioritize customer's needs assuring customer satisfaction.
- Responsibilities included attending to customer phone calls in an orderly and professional manner.
- Enjoyed working with people maintaining a positive attitude and friendly atmosphere.
- Provided accurate representation of company's products/services.

Coordination, Team Work and Training Management

- Supervised a team of mail carriers for the timely delivery of mail
- Trained Postmasters, Station Managers and Supervisors of the USPS on latest SOPS
- Practiced time management skills.
- Handled culture and behavioral concerns of participants in the international set-up
- Ability to prioritize and assume responsibility
- Managed time and completed assigned tasks efficiently to ensure a productive workflow.
- Maintained a neat and orderly work area.

EMPLOYMENT HISTORY

Clerk/ Participant, Community Jobs Program, YCD	Sept.2016-pres
Public Service Trainee City of San Francisco	2015- 2016
Office Clerk – Trainee (CJP), Asian, Inc	2014-2015
Operations Programs Specialist, USPS, SF, CA	2003-2013
Human Resource Officer, San Francisco Honda, SF, CA	2000-2002
Restaurant Server, Four Point Sheraton,	2005-2009
All- Around Server, Marriott Courtyard, San Bruno, Ca	2002-2005
Care Giver, Care Home, Private and Agency-Endorsed	1999-2014
Trade & Industry Specialist, Dept. of Trade & Industry, Manila, Phils.	1989-1999
Programs Officer, Colombo Plan, Pasig City, Phils.	1993-1995
Private Tutor (English and Math)	1989- present

EDUCATION

University of the Philippines, Pampanga, Phils MMBM	Two Years
University of the East, Caloocan City, Phils, BSECE	Diploma Received