

# EMMARELL B. PADILLA

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Muntinlupa city, Philippines

## EDUCATION

### Technological Institute of the Philippines - Manila

Bachelor of Science in ArchitectureJun 2001 - Oct 2006

## PROFESSIONAL SKILLS AND INTERESTS

- Data Processing and Management
- Order Management and Project Coordination
- Email Management and Supplier Engagement
- Logistics Coordination
- Invoice and PO Reconciliation
- Mentorship and Onboarding Support
- Case/CRM Management
- Tracker Maintenance and Report Generation

## PROFESSIONAL EXPERIENCES

### Satellite Office Solutions Pty Ltd. - Pasig city

Production Support Associate (Promotional Product Sales)Nov 2020 - Aug 2022

- Completed Salesforce CRM cross-training in July 2022.
- Executed NFL sponsorship orders and closed a total of \$1.9M invoices by June 2022
- Executed the breakthrough Miller Lite/Coors Lite Hotel Takeover in May 2022 that involved 7 suppliers to work on the same timeline.
- Executed MLB sponsorship orders and closed a total of \$1.6M invoices on the 1st quarter of 2022
- Closed FY 2021 with Molson-Coors at \$600k over budget and 26% margin.
- Joined the first official Mentorship Circle in November 2021 and participated in Mentorship program since.
- Took over the NCAA and NFL sponsorship orders and closed a total of \$1.3M invoices in June 2021.
- Joined Molson-Coors team and trained on client POS and barcoding system.
- Joined FedEx team and executed Purple Promise program that achieved over 30% of the program target margin on the 1st quarter of 2021.
- Provided coverage for other campaigns' workload overflow from 2021 to 2022 (Mercedes, Home Depot, FedEx)

### Infosys BPM - Muntinlupa city (acquired from Arvato)

Process Executive (Enterprise Support)Nov 2018 - Jul 2020

- Cross-trained to Enterprise Support from Volume Licensing
- Assigned as AOC opener to prioritize validation of Fed-Gov deals
- Appointed Gatekeeper, in-charge of case classification and assignment
- Assigned as minute-taker of the team.

### Arvato Bertelsmann - Muntinlupa city

Transaction Specialist (Volume Licensing)Jul 2014 - Nov 2018

- Helped with Subcon Cleanup to verify active projects and contacts for data migration.
- Led Project Aurora to collate old agreements for data migration.
- Trained in SAP processing and mentored incoming agents.
- Mentored cross-skilled agents to support Agreements core processing.
- Maintained the main AOC tracker and helped in generating EOD/MTD reports.
- Appointed as Gatekeeper for AOC Agreements Team, in charge of case classification and assignment
- Supported the AOC core processing of Agreements and Orders setup in 2015.
- Helped the Technical Writers in building 33 out of 100+ Knowledge Base articles.
- Pilot-tested Batch Metadata Indexing tool to fetch information from handwritten documents
- Supported the processing of non-revenue cases for EMEA in 2014

### Transcom Worldwide Phils. - Pasig city

Integrated Social Media Services (Local Telco)Oct 2012 - Jul 2014

- Collated the trending hashtags and peak hours of engagements.
- Collated the Team Productivity Data for EOD reporting.
- Managed Facebook and Twitter engagements.
- Managed and monitored consumer emails

FREELANCE/INDEPENDENT CONTRACTS

ESL (English as Second Language) Teaching

Anti-School (Ukraine)	Jan 2023 – present
Twenix (Spain)	Feb 2023 - present
Itongzhuo Partner English (China)	Oct 2022 – Dec 2022
SM Online English Plus	Mar 2020 – Mar 2021

LEADERSHIP EXPERIENCES

Ecodefence - TIP Manila

Founding President	Jun 2006 – Oct 2006
<ul style="list-style-type: none"><li>Organized the first and only environmental group in the campus.</li><li>Furnished the organization by-laws and other documentations.</li><li>Campaigned for member recruitment</li><li>Organized a tree-planting program in partnership with DENR.</li><li>Raised funds to participate in the Campus Holiday Outreach</li></ul>	

CERTIFICATIONS

TESOL 120 hours Advanced Certification	Dec 2022
PPAI Trained Advertising Specialist (TAS) Certificate Program	Nov 2020
Civil Service Eligibility - Professional, PPT	Nov 2018
Angat Dam Rehabilitation Project, Individual and Group Participation	Nov 2008

OTHER RELEVANT INFORMATION

Languages:

Filipino (C3 - Native)
English (C2 - Expert)

Technical Proficiencies:

❖ Microsoft 365	❖ Google Workspace	❖ Oracle E-Business Suite
○ Word	○ Docs	❖ Salesforce CRM
○ Excel	○ Sheets	❖ FedEx/UPS Vendor Tools
○ PowerPoint	○ Drive	❖ POSConnection
○ Teams	○ Gmail	
○ Outlook	○ Meet	
○ OneNote		
○ OneDrive		
○ Dynamics CRM		
○ eAgreements		

REFERENCES

Available upon request.