



# PATRIZIA PAULA RAMOS

## WORK EXPERIENCE

August 2023 to May 2024

### Virtual Client Service/Admin Associate (Part-time) IFE Management

- Following up on client deliverables, opening investment accounts, and sending packages
- Purchasing and managing office supply inventory (including gifts, care packages for clients, etc.)
- Proper documentation and organization of client files
- Monitors all client trackers (clients' progress in phase 1 & 2)
- Creates and updates operations manual and spiels for process improvement
- Assists in onboarding and offboarding of clients
- Accurate recording of revenues and expenses
- Expense management (in charge of petty cash and other payables)
- Updates receivables tracker and collection of payments
- Addressing client concerns
- Supporting ad hoc projects as determined by the team

September 2022 to May 2023

### Sales Administrative Assistant Sunfu Solutions, Inc.

- Performs end-to-end order management system
- Monitors and resolves all after-sales concerns/complaints
- Ensures accurate update of projects' monitoring
- Secures weekly collection of payments
- Reconciliation of discrepancies in billing and monitoring
- Collaborates with other teams to ensure fulfillment of every project
- Carry out other administrative tasks assigned from time to time

☎ 0906-438-3513

✉ ramospatriziapaula@gmail.com

📍 Marilao, Bulacan

## EDUCATION

**Bachelor of Science in Psychology**  
Far Eastern University, Manila  
2011 - 2015

**Primary to Secondary Education**  
Integrated School of Montessori,  
Bulacan  
2000 - 2010

## SKILLS / PROFICIENCIES

Order Management

Operations and Administration

Customer Service

Cash Handling

Process Improvement

Problem-solving

March 2022 to September 2022

**Administrative Aide**

Municipal Treasury of Marilao

- Checking and liquidation of remitted CTC (cedula) and OR from all barangays in Marilao
- Issuing of requested CTC and OR to barangays
- Equipment inventory of all departments in the main and in the annex office
- Generating and preparing monthly report of Collection & Deposit
- Performs other related task that may be assigned from time to time

January 2020 to February 2022

**Self-Employed**

Online selling / RBR Enterprises

- food and delicacies
- cooking oils
- face masks
- beauty/skincare products
- office supplies

October 2015 to December 2019

**Sales and Service Assistant**

UnionBank of the Philippines

- Processes monetary transactions
- Self-auditing: ensures all transactions within the day are correct
- Cash balancing & media reconciliation
- Cross-selling of bank and bancassurance products
- Assists clients with their inquiries & concerns
- Filing, monitoring, and updating clients' bank documents/requirements
- Perform other clerical duties assigned by the manager

## REFERENCES

**Alida Gallego**

Branch Manager  
Unionbank of the Philippines  
0917 817 6817

**Jocelyn Clemente**

Assistant Treasurer  
Municipal Treasury of Marilao  
0925 801 9054

**John Tirso Briones**

Project Manager  
Sunfu Solutions, Inc.  
0917 862 0714