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San Isidro, Nueva Ecija 3106

## EDUCATION

Bachelor of Science,  
Information Technology  
**NUEVA ECIJA UNIVERSITY OF  
SCIENCE AND TECHNOLOGY,**  
San Isidro, Nueva Ecija  
April 2004

Bachelor of Arts, Mass  
Communication  
**FAR EASTERN UNIVERSITY,**  
Manila, Metro Manila,  
Philippines  
December 2004

# GILNOR MONTERO

## SKILLS

- Spreadsheet and formulas
- Accounting
- Customer Service
- Marketing
- Team Management
- Invoicing and billing
- General office administration
- Team leadership
- Inventory control
- Schedule development
- Customer relationship management
- Recruitment
- Payroll
- Sales
- Meeting Facilitator
- Customer service orientation
- Invoicing
- Bookkeeping
- Staff management
- Operations management
- Documentation and reporting

## PROFESSIONAL SUMMARY

Dedicated administrative professional with excellent customer service skills and extensive knowledge of bookkeeping procedures. Interested in opportunities in the travel industry focusing on office management. Reliable Administrative Manager with strengths in organizing schedules and managing payrolls. Personable with strong communication skills. Ability to prioritize and keep calm under pressure.

## WORK HISTORY

September 2023 - April 2024

**CONNEXT INTERNATIONAL INC. - HR Supervisor (Employee Engagement Officer),**  
Angeles City, Pampanga

- Design and execute employee engagement programs, such as events, workshops, and recognition initiatives
- Develop, implement, and analyze employee surveys to identify areas for improvement
- Promote open and transparent communication channels within the organization
- Recognize and celebrate employee achievements and milestones
- Collaborate with HR and management to identify training and development opportunities
- Manage grievances and disciplinary concerns within the company
- Coordinate activities related to the employee lifecycle, including onboarding, staff development, workforce planning, and offboarding

- Stay current on industry trends and best practices in employee engagement
- Oversaw daily operations of the department, ensuring smooth workflow and timely completion of tasks.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Improved customer satisfaction with timely response to inquiries, addressing concerns, and finding effective solutions.
- Increased team productivity by implementing efficient workflows and setting clear expectations for staff members.
- Resolved conflicts among team members promptly, maintaining a harmonious working environment conducive to productivity.
- Enhanced communication between team members by organizing regular meetings and fostering open dialogue.

September 2020 - June 2023

**TEAMDAO PH - Administrative Manager**, Bali, Indonesia

- Generated comprehensive quality reports, presentations and spreadsheets, delivering to management within agreed deadlines
- Maintained excellent team relationships by proactively helping others with complex problem-solving tasks
- Coordinated weekly meetings and appointments for office staff
- Oversaw effective file management to keep office records up-to-date
- Communicated with office managers to understand department priorities and workload
- Maintained strict confidentiality and discretion when processing sensitive data and information
- Managed smooth HR process for new starters, setting up systems and issuing contracts to make easy transition into company
- Interviewed and hired staff based on job and team fit
- Organized training to teach new office workers in processes and important policies
- Assisted associated departments with clerical and administrative support
- Processed payroll using the company software (Token Sender)
- Monitored payroll queries for repeat issues, logging precisely to enable process improvements
- Reconciled monthly payroll, working closely with the reporting team on net pay, and advances
- Reviewed approved hours to verify payment accuracy
- Work From Home

July 2017 - February 2022

**20four7VA - Senior Virtual Assistant**, Maryland, USA

- Updated client correspondence files and noted additions in file index
- Managed email/chat while recording accurate messages
- Managed information on company databases for different organizational activities to track history and safeguard accurate information
- Performed administrative tasks, document management and report development for inter-departmental use
- Helped less experienced staff manage daily assignments
- Demonstrated exceptional data entry skills, inputting and processing high-volume data within shared drives
- Work From Home

September 2014 - October 2016

**OGManpower LLC - Accounting Officer / Recruitment**, Texas, USA

- Prepared reports and financial statements to assist management in strategic planning and decision making
- Managed all payroll processing and changes for 35 employees
- Delegated tasks and coordinated workflow to expertly manage the accounting team
- Documented account information in company database or proprietary software, monitoring for errors and discrepancies
- Collected all receipts from employees, chasing missing information to minimize discrepancies
- Kept accounting spreadsheets up to date with customer information, payments and other finances for organizational purposes
- Calculated, prepared and filed 1099 for the employees in the US
- Initial interview to all aspiring applicants
- Work From Home

August 2007 - July 2014

**Sutherland Global Services - Customer Service / Sales Representative**, Clarkfield, Pampanga

- Responsible of taking incoming calls and make sure to make it a sale
- Educated customers on how to use products or services by providing demonstrations and presentations
- As a Senior CSR, Supervisor or Managerial call should be transferred to me if necessary

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## REFERENCES

- Lloyd Allan E. Cruz, TEAMDAO PH, HR/Recruitment Manager, +63936 906 4485
- Cristy Tan, 20Four7VA, Senior VA, +639231435505
- Reinalyn Castro, Sutherland Global Services, Operations Manager, +639610813286