

**JOSEPH FERDINAND H. SILVA**  
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**OBJECTIVES**

Im looking for an online job or project based task.

**PERSONAL BACKGROUND**

Date of Birth: May 10, 1978  
Birth Place: Bacolod City  
Marital Status: Married  
Citizenship: Filipino

**SKILLS**

- Multi-tasking
- Proofreading
- Detail oriented
- Content writing
- Computer literate
- Language translations
- Data entry specialist
- Customer service skills
- Marketing management
- Interpersonal relation skills
- Sales and Marketing Experience
- Written and oral communication skills

**EDUCATIONAL BACKGROUND**

**Tertiary - Graduate**

John B. Lacson Colleges Foundation  
Address: Pauline Village, Barangay Alijis, Bacolod City, Negros Occidental, 6100  
Telephone: (034-) 433-0085

## **NON-BPO WORKING EXPERIENCE**

### **Position: Marketing Officer**

April 17, 2019 - June 9, 2019

Company: Sir Buns Bread and Pastries

Address: Corner Pag-asa, main road, barangay Alijis, Bacolod City, 6100

### **SCOPE OF WORK**

Manages the sales and marketing operations including targeting the daily and weekly quota. Set up the company system on recordings, paper works, monitoring and daily reporting forms. Monitor the production team in their daily bread productions with analysing the ingredients input to come up with target sales productions. Monitoring the delivery services department starting from filling of bread to loading in the service vehicle upto delivery to the different client outlets around Bacolod City.

Receiving payments and collections to liquidations and lastly to prepare a daily gross and net sales report and submit to the owner. Outsourcing of clientele outlets for the distributions of fresh bread and pasalubong products. Operates and oversees the Sir Buns main outlet located at Barangay Alijis, Bacolod City.

## **BPO - WORKING EXPERIENCE**

### **Position: Customer Service Representative**

July 06, 2018 to April 15, 2019

Company: Aimedia Call Solutions, Inc.

Address: Art District, Barangay Mandalagan, Bacolod City, 6100.

Telephone: 0915 053 4545

### **SCOPE OF WORK**

Received calls and scheduled customers to a 3rd party specialist to close the sale on health, home and auto insurance. Our clientele includes the whole United States of America. Update the system up to the latest customers data information.

### **Position: Data Specialist (Email account)**

February 2017 - June 2018

Company: Qallity Incorporated.

Address: 3rd and 4th Floors JBT Building, Corner BBB Burgos Street, Bacolod City, 6100.

Telephone: (034) 703-2803

### **SCOPE OF WORK**

Processed projects thru emails. Updating the system for the recently uploaded documents and applying analytical decisions for the actions to be taken before finally sending back the projects to the main client and subscribers. My major work category includes under the (Bid Leads Services Provider) for Government and Private projects from North America and Canada. New construction and renovations projects.

### **NON-BPO WORKING EXPERIENCE**

#### **Position: Barangay Clerk - Appointed**

January 2014 - December 2014  
Company: LGU, Barangay 26  
Address: Luzuriaga Street, Bacolod City, 6100  
ess: Luzuriaga Street, Bacolod City, 6100

### **SCOPE OF WORK**

Assigned in documentations, processing clearances and certificates for individual requests. Help assist the barangay treasurer and secretary in preparing agenda for council meetings. Organized the schedules for the monthly calendar of activities and events.

#### **Position: Marketing clerk**

January 2001 - December 2003  
Company: NB Appliance Center  
Address: Barangay Poblacion, Municipality of Vallehermoso, Negros Oriental.

### **SCOPE OF WORK**

My job includes monthly inventory, updating the customer record sheet, and requesting items to suppliers. Marketing management.

### **TRAINING AND SEMINARS ATTENDED**

#### **Call Center Training**

Bago Sphere Foundation Inc.  
Address: Rosario-Verbena Street,  
Bacolod City, September 26, 2016 -  
October 07, 2016.

**Participant**

Livelihood Summit DOLE Region VII

Livelihood Training with Projects Proposal Write-ups, held at Dumaguete City, Negros Oriental, held on July 19-20, 2011.

**Trainee**

DEP-ED Alternative Learning System

Division of San Carlos City, Negros Occidental. **6 Months Computer Literacy Course**, from January 2008 to June 2008.

(Service awardee, Leadership awardee, Achiever's award)

**Solas trainee**

(Safety Of Life At Sea)

Basic Safety Course

Personal Survival, Medical Emergency, Basic Fire Fighting, Personal Safety and Social Responsibility. Conducted from March 22, 1998 to April 01, 1998 at Puerto Del Mar Beach Resort, Guimaras Island.

**AWARD AND RECOGNITIONS****Attendance Recognition Award**

First Quarter 2017

Qality Incorporated

Awarded on September 23, 2017

I testify that all information written above are true and correct to the best of my knowledge.

**JOSEPH FERDINAND H. SILVA  
APPLICANT**