



# ANA MARIE R. RANOCO

## ABOUT MYSELF

Over the course of 20 years, I have learnt how to land a job that will allow me to expand my expertise, grow as a person, and advance in the hospitality and business industries. I am dependable, adaptable, and have impeccable timekeeping abilities. I consider myself to be a person of enthusiasm, drive, dependability, responsibility, and diligence. I am a capable team player who can adjust to any difficult circumstance. Working as a cashier, junior bank coordinator, data entry, and CSR. I also took on the role of secretary for a family business for three years before deciding to launch my own RTW eCommerce business here in Hong Kong and running it for over six years.

## EXPERIENCE

### PM International Hong Kong (2022-2023)

#### Data Encoder(part-time)

- to ensure accurate data management by inputting, updating and verifying information.
- handling a large volume of paperwork to encode.
- Focusing on entering monthly sales for the records and accuracy.
- transfer data from hard copy to a digital database.

### Shiequinn Clothing & Accessories (2018-2024)

#### Owner

- Photograph and wrote product description and sales copy the items.
- listened to customer interest and needs and matched with suitable related products.
- built multiple easy to navigate websites/online eCommerce store.
- answered inquiries and taking notes of customer's order.
- process of sending customers' orders via SF or pick-up in actual store.

### Bilkish Loans and Credits Outsource Services (2011-2013)

#### Junior Bank Coordinator

- use software tools including Microsoft word, excel.
- contacted customers with past-due balances.
- established repayment schedules.
- answering customers questions about problems with their accounts.
- located and monitored overdue accounts using computers recorded and updated information about the financial status of customers and collection efforts.
- negotiated credit extension.
- used online databases to identify delinquent customers.

#### Special Recognition:

- 2<sup>nd</sup> placer –August 2012 (Bank coordinator)
- 2<sup>nd</sup> placer –September 2012(Bank coordinator)
- Outstanding –December 2012(Bank coordinator)

## MY CONTACT

### Phone

Mobile no: +85255125693

### Email

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### Address

5C Silvervale Mansion, 18 cross street  
Wanchai Hong Kong.

## EXPERTISE

- Adept at using various computer systems and software.
- Proficient in the use of Microsoft Excel.
- Microsoft PowerPoint, Microsoft Word
- 40+ wpm
- Data Entry Analyst.
- Junior Bank Coordinator (collection agency)
- Cashier/ Customer Service Assistant.
- Quality Control.
- Entrepreneur.

## REFERENCES

### Irene Lee

Back-office manager

Phone: +85255986615

## **AL RASHEED Employment Agency (2009-2010)**

### **Secretary (Self-employed)**

- Processing applicant visa from Philippines to go to Kuwait.
- drafting correspondence.
- organizing documents.
- managing office supplies.
- scheduling appointments.
- answering inquiries from applicant and clients.

## **A2M Data Encoding Inc. (2007-2008)**

### **Data Entry Analyst**

- to ensure accurate data management by inputting, updating and verifying information.
- handling a large volume of data.
- interpret the information in a company's database.
- transfer data from hard copy to a digital database.

## **Takata Philippines (2006-2007)**

### **Production Operator (Visual Inspections)**

- I performed quality assurance and quality control inspections.
- Checks all finished products assemblies, paint verification and conducts dimensional.
- visual and tests per blueprint. Ensured the quality of products produce by the manufactures.

## **Uniwide Warehouse Club (2003-2006)**

### **Cashier/ Customer Service Representative**

- Receiving payment.
- issuing receipts and keeping track of all cash and credit transactions.
- Handle complaints or pass them to a supervisor.
- manage incoming calls and emails.
- assessing customer service inquires and build customer satisfaction.
- Direct calls appropriately to another department.

## **SM South Mall supermarket (2002-2003)**

### **Cashier**

- Assisting with checkout process.
- Receiving payment.
- Issuing receipts and keeping track of all cash and credits in every transaction.

## **Jollibee Food Corporation (2001-2002)**

### **Cashier / Drive thru**

- Taking order of the customer and receiving the payment.
- Manage to handle pick hours and provide accurate and friendly services to ensure guest will return.
- issuing receipts keeping track of all cash and credit transactions.
- operating the drive-through window and sales register quickly and efficiently.

## EDUCATION

March 2024-present

**Web developer**  
**Openclassroom (online class)**

June 1999- March 2001

**Major – Micro Computer Technology**  
Philippines Science and Technology Center

June 1995 – March 1999

**Paranaque National High School**  
8155 Dr Arcadio Santos Ave, Parañaque, 1700 Metro Manila,  
Philippines

June 1989 – March 1995

**Sampaloc Site II Elementary School**  
1700 Dalandan St, Sampaloc, Parañaque, Metro Manila,  
Philippines.



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Ana marie R. Ranoco