# Jack Muñoz

*Administrative Professional*

Muntinglupa · Metro Manila · PH

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*Layout style: hybrid*

## Summary

Energetic administrative professional with 8 years of experience in fast‑paced customer‑service and retail environments. Proven ability to manage high‑volume data entry, handle cash and inventory, coordinate schedules, and maintain confidential records. Strong communicator with solid computer proficiency (Microsoft Office, basic POS and inventory systems). Seeking to transition into a full‑time administrative role at UPS where my organizational skills, attention to detail, and team‑oriented mindset can add immediate value while I continue to deepen my admin‑specific expertise.

## Experience

### Retail Supervisor at 7‑Eleven Philippines, Inc.

01 Jun 2019 – Present

Oversee daily operations of a high‑traffic convenience store, processing an average of 250 transactions per shift and reconciling cash drawers with <0.2 % variance.

* Maintain inventory records using the company’s POS system; reduced stock‑outs by 15 % through weekly audits and accurate order forecasts.
* Draft weekly sales reports and present key metrics to regional manager, improving transparency of store performance.
* Train new hires (5‑10 per quarter) on cash handling, POS use, and customer service standards.

### Customer Service Representative at Globe Telecom

01 Mar 2015 – 31 May 2019

Handled inbound/outbound calls, resolving an average of 60 customer inquiries daily while maintaining a 92 % satisfaction rating.

* Managed CRM data entry, ensuring up‑to‑date client records for billing and service requests.
* Assisted the operations team in preparing monthly performance dashboards using Excel pivot tables.

### Sales Associate at Rustan’s Department Store

01 Jan 2013 – 28 Feb 2015

Delivered personalized assistance to a diverse clientele, achieving a 10 % increase in repeat customers over two years.

* Performed price labeling, stock replenishment, and prepared end‑cap displays; recognized for accuracy in merchandise tagging.
* Processed transactions and balanced daily registers with zero discrepancies.

### Administrative Intern at City Hall, Muntinglupa

01 Jun 2011 – 31 Dec 2012

Provided clerical support to the Planning Office: filing, photocopying, and mail distribution.

* Assisted in preparing meeting agendas and minutes for council sessions.
* Conducted basic data compilation for community project reports.

### Career Gap at Self‑employed (Family Home‑Based Retail Venture)

01 Jan 2010 – 31 May 2011

Took a year off to assist family with a small home‑based retail venture, gaining hands‑on experience in inventory tracking and basic bookkeeping.

## Education & Training

### Bachelor of Science, Business Administration

University of the Philippines, Diliman

01 Jun 2006 – 30 Apr 2010

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| **Skills**  Administrative Skills  **Languages**  Filipino — Native speaker  English — Fluent  **Certifications**  Microsoft Office Specialist (Excel) – In Progress | 2025-12-01  Microsoft  Certified Administrative Professional (CAP) – Planned | 2026-03-01  IAAP  **Awards**  Cash‑Reconciliation Accuracy | 2021-12-31  7‑Eleven Philippines, Inc.  Achieved a 0.15 % variance rate over 24 months at 7‑Eleven, surpassing corporate benchmark of 0.3 %.  Inventory Reduction | 2021-12-31  7‑Eleven Philippines, Inc.  Implemented a weekly cycle‑count process that cut excess inventory by 12 % and saved approximately PHP 150,000 annually.  Customer Satisfaction Improvement | 2017-09-30  Globe Telecom  Recognized as “Top Performer” for Q3 2017 at Globe Telecom, increasing first‑call resolution from 84 % to 92 %. | **Interests**  Technology trends, community outreach, hiking  **References**  **References available upon request.**  References available upon request. |