

Bianna Marie V. Pimentel



Contact Information:

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I am optimistic and very eager to learn new things that will make me well prepared to the challenges of the working environment, exercise the things which will develop my skills, abilities and knowledge in a field where my personality grow well, and to contribute to the best of my ability. I am also willing to serve your company and be an efficient employee.

- A Problem Solver and a Team Player
- With strong interpersonal skills
- Has a creative leadership ability
- Focused on doing excellent results
- Analytical and pays attention to detail
- Can lead the group to accomplish given task (case study, trainings, team building, etc.)
- Performing job functions with minimal supervision

Working Experience

The Heritage Hotel Manila (THHM)

Profession: F&B Secretary

Flexible on both Admin & Operations of Food & Beverage Department

Roxas Boulevard and Epifanio Delos Santos Avenue Corner, Pasay City, Metro Manila

July 2018 – September 2019

Wanfeng Technology Inc.

Profession: Operations Support

Knowledgeable on Settlement, Inplay, Radar & Livescore

Roxas Boulevard and Epifanio Delos Santos Avenue Corner, Pasay City, Metro Manila

October 2019 – August 2020

SDY Corporation

Profession: Admin Officer

In-charge on the whole Office Management under Admin Department

Century City, Kalayaan Ave. cor, Salamanca St., Brgy. Poblacion, Makati, 1210, Metro Manila

August 2020 – June 2023

Viva-Finance

Profession: Customer Success Associate

Supporting the operations and repayment efforts of the company through customer service and managing ongoing communications with VIVA's customers.

100 Peachtree Street NW, Suite 320, Atlanta, GA 30303

May 2024 – October 2024

Copperstone Lending Inc.

Profession: Project Assistant

Administers the assistance of a Start-up Company Project, in charge of the whole office management under Admin department, and coordination between the headquarters and local company.

Marajo Tower, 312 26th Street, Bonifacio Global City, 1634, Taguig City, Metro Manila

July 2023 – Present

Murger – Mushroom Burger

Profession: Bookkeeper (Part Timer – Weekends Only)

Handling ledger expenses, sales report, purchasing & rental reports

July 2022 – August 2025

SM City, Brgy. San Agustin, Trece Martires, Cavite

Educational Background

COLLEGE	Cavite State University-Main Campus (CvSU-Main) Bachelor of Science in Tourism Management Graduated as both Academic & Varsity Scholar Indang, Cavite – June 19, 2018
HIGH SCHOOL	St. Joseph Academy of Dasmariñas, Inc. (SJAD) Graduated with Honors & Awards Dasmariñas City, Cavite – March 28, 2014
ELEMENTARY	Humayao Elementary School (HES) Graduated with Honors & Awards Dasmariñas City, Cavite – March 28, 2010

Qualifications

- Knowledgeable on both Admin and Operational Works on Hotel Food & Beverage such as:
 - Banquet Events and Reservations, Banquet Summary Events with comparison.
 - Tracking Reports and Briefing on Revenues including variances as per actual vs. budget.
 - Exposure in Sales & Marketing including F&B Statistics daily and monthly sales report.
 - Forecasting, Marketing Plan, Market Surveys.
 - Flexible on taking over Hotel Service Agents & Receptionist Tasks.
- Knowledgeable on Operational Supports of Online Gaming Industry under Soccer Department
 - Trained under Settlement Tasks: Settling final results of the game (all types of betting categories).
 - Trained under Inplay Tasks: Monitoring and operating live game, observing odds and bets.
 - Trained under Radar & Livescore Tasks: Sets & summarized games.
- Knowledgeable on the Office Management under Admin Department
 - Supervise security, drivers and housekeeping team (responsible on their schedules, assigned tasks, accommodating concerns, etc.).
 - Purchasing Office Supplies, Handling Inventories, Monitoring & Replenishing Office Stocks.
 - Accomplished doing HRAdmin ledger expenses, tracking monthly purchasing & rental, and monthly budget in a timely manner.
 - In-charge of Fund Collection & Distribution (handling company budget and/or petty cash, cash payments/transfers, salary distribution, collection of cash as requested, etc.).
 - Doing Expense/Payment Application & Reimbursements.
 - Handling minimal passport and/or visa affairs on company's expats employees.
 - Overseeing company dormitories and/or condos as well as be in-charge of all concerns in properties, of employees, and of owners/brokers/SPAs.
- Knowledgeable on Assisting a Start-Up Company
 - Regulatory Compliance Management: Proficient in preparing and submitting all necessary documents to various government agencies, ensuring compliance with regulations specific to the nature of our business.
 - Training and Development: Attends training, seminars, and workshops on behalf of the company to stay updated with industry standards and regulatory changes, contributing to the company's compliance efforts.
 - Meeting and Public Hearing Coordination: Capable in managing and attending meetings and online public hearings relevant to our company, including the preparation of meeting agendas and post-meeting minutes.
 - Document Handling and Confidentiality: Handles receiving, organizing, distributing, and notarizing important and confidential documents to designated individuals and locations, ensuring the utmost security and privacy.
 - Research and Analysis: Conduct in-depth research, comparisons, surveys, and analysis related to the company, including relevant individuals, offices, and legal cases, contributing to informed decision-making.
 - Case Management: Efficiently handle cases and reports from complainants, managing the entire procedure and paperwork involved in liaising with different government agencies, resulting in timely resolutions.
 - Expense Reimbursement Administration: Proficiently manage and process expense and/or payment applications, reimbursements and petty cash liquidations, ensuring accurate documentation and prompt reimbursement for company expenses.
- Knowledgeable in Customer Service Profession
 - Focus on highlighting skills and knowledge relevant to customer satisfaction, relationship building, and

- technical capabilities.
- Skilled in verbal and written communication, active listening, empathy, and proactive customer support and follow-ups.
 - Experienced in quick issue resolution, conflict management, negotiation, and analytical problem-solving for understanding customer needs.
 - Experienced with CRM software such as Salesforce, proficient with MS Office Suite and/or Google Workspace, and familiar with ticketing systems or chat tools such as Slack.
 - Effective multitasking abilities, capable of handling multiple customer accounts efficiently, and understands prioritizing high-value clients and urgent tasks.
 - Collaborates well with cross-functional teams and provides feedback to enhance customer satisfaction.
 - Adaptable to changing customer needs and quick to learn new tools, software, and processes.

Personal Information

Full Name:	Bianna Marie Pimentel
Birthdate:	November 29, 1997
Civil Status:	Single
Sex:	Female
Height:	5'4'
Weight:	52 kg
Citizenship:	Filipino
Religion:	Roman Catholic

I attest to the truth in all the data given above. The list of my character references shall be provided upon request.

BIANNA MARIE V. PIMENTEL