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Links / Pet Projects  
[github.com/amichaelpalma](https://github.com/amichaelpalma)  
[amichaelpalma.github.io](https://amichaelpalma.github.io)  
[linkedin.com/in/ampalmacodes](https://linkedin.com/in/ampalmacodes)  
[planterskeep.herokuapp.com](https://planterskeep.herokuapp.com)

## Profile

A self-starter Junior Ruby on Rails Web Developer and a self-proclaimed plantsman. Versatile skill set with 5 years work experience in customer service, sales, communication and management. Entry level knowledge in HTML, CSS, Ruby, Ruby on Rails and Javascript.

## Experience

### Customer Support Staff (ChessKid, Chess(dot)com & Dr. Wolf)

**Chess(dot)com** – 2020 (April) - Present

The position demanded empathy and thoughtfulness. It also required an ability to explain and to guide the members (users) through problems and concerns. It required kindness above all things.

### Achievements and Contributions:

1. **Continuous Growth and Learning** - Trained under the Chess(dot)com, ChessKid and Dr. Wolf teams to handle tickets for members and students that have questions about the site and the game.
2. **Ownership and Responsibility** - Made sure that all tasks are reported to the team (and leaders) along with schedule updates and daily reports.
3. **Collaboration** - Worked with the team to make “macros” or replies that are pre-made that makes replying to repetitive questions or concerns faster and easier.

### Loans Officer Tier 1 and Switchboard Officer

**Uploan Philippines (New Cross)** – 2019 (August) - 2020 (April)

The position demanded empathy and sympathy in a balance manner while making sure that the process or the business doesn't get affected in a bad way.

### Achievements and Contributions:

1. **Team First Mindset** - Followed the policies set by the team lead that will greatly benefit the team in the long run.

2. **Document Validation** (for loans team) - Made sure that all documents that are passed by clients are within the criteria set, so loans officer will have an easier time with processing the application and to minimize resending or wait time for clients.
3. **Customer-centric** - Made it a point that when a client calls, I will give all the information needed and more, thus ensuring a positive customer experience.

### **Head of Collections Department, Team Lead (Collections) and Collections Specialists**

**WeShop Global Philippines, Inc.** – 2019 (Mar) - 2019 (August)

The position demanded attentiveness, mastery of the processes and excellent oral and written communication skills.

Achievements and Contributions:

1. **Kinder Approach** - Changed the way we collected the amount based on the client's status, way of life and current predicaments.
2. **Templates and Replies** - Made sure that replies are within the scope of the template with breathing room for an employee to show his own style or way of communication.
3. **One Team One Goal** - Worked with the Customer Service Team and Appraisers Team to make sure that clients who had a hard time paying will still be allowed to re-loan but with a bit more restriction and a lower amount.
4. **Customer First** - Worked with the Customer Service Team and Appraisers Team to make sure that the customer will have a smoother transition from first contact to collections. We tried to make it as seamless as possible.
5. **Devotion** - Worked even on Holidays and weekends as the need arises. Made follow ups on collections even at off hours.

### **Import, Export and Documentation Officer**

**Extreme Sea-Air Logistics Services, Inc.** – 2017-2018

The position demanded attentiveness, mastery of the processes and excellent oral and written communication skills.

Achievements and Contributions:

1. **Customer Service** - Made sure that all updates including departure, arrival, processing, documentation and delivery of the shipments are relayed to all concerned parties. Responded to all enquires from clients, brokers and international agents and provided support and guidance as required.
2. **Documentation** - Made sure that all company transactions are recorded on their specific job orders and that all documents are without errors before forwarding to the partner brokers and the Philippine Customs.

3. **Administration** - Made constant communication with international agents as the initial and final point of contact. Supervised 2 colleagues to make sure the operations is seamless. Became a key role within the 2nd month and mastered the entire business processes within the 4th month.
4. **Training** - Left the company with a 12 pages handout to make sure that the processes made and learned are left intact and to facilitate a seamless transition in case of termination or resignation of an employee. Volunteered and passed the Civil Aeronautics Board Exam for the company to be allowed Importation by Air.
5. **Devotion** - Worked even on Holidays and weekends as the need arises. Made a whole month without break just to make sure shipments are correctly manifested and monitored.

### **Manufacturing Assistant to Operations Manager**

**Cazel Commercial** – 2013-2017

Worked my way from the ground up. The position demanded high level of interpersonal skills with people and customer centric mindset.

#### **Achievements and Contributions:**

1. **Logistics** - Requested all delivery schedules to depart from the warehouse before 6 am to reduce the stress suffered by helpers and drivers due to traffic. Requested to have Saturdays as an on-call for deliveries to reduce backlogs and cater to clients with immediate requirements.
2. **Marketing** - Learned PhotoShop CS 6 within a week and submitted layouts for an upgraded product labels and company logo. Set up Alibaba, OLX and Facebook Page to improve client acquisition and increase company awareness.
3. **Accounting** - Devised a plan and made an excel file to make reporting easy and manageable even for non-accountants.
4. **Formulation and Pricing** - Made several adjustments in pricing to cushion the effects of increased cost in raw materials and limit its effect to clients. Made new formulation based on knowledge acquired through training and research.
5. **Sales** - Became the first and last contact of clients for their orders and feedbacks. Devised several plans for client acquisition and retention. Made the company attend several bazaars to increase sales and company awareness.
6. **Operations** - Made impactful changes in the organisation to make sure that clients think of us as one entity. Made sure that all concerns are resolved on first contact without the need to point fingers at anyone or to transfer concerns to their respective departments. Imposed “First Call Resolution” and “Zero Waste” models.
7. **Employee Satisfaction** - Made sure that all employee concerns are addressed as soon as they arise. Made monthly meetings to get feedback and possible improvements from an employee’s stand point.

## Education

**Adamson University** – B.S. Chemistry, 2010 - 2013 (Undergraduate)

**Philippine Normal University** – BSEd - English, 2007 - 2009 (Undergraduate)

## Skills

I love asking questions and taking down notes. I'm an active listener with emphasis on interpersonal communication. I have entry level knowledge on HTML, CSS, Ruby, Ruby on Rails and Javascript. I also love puzzles and I work my way on solving problems efficiently. I'm reliable, flexible with regards to schedule, patient and I have the ability to teach and mentor. I excel at being a leader and I delegate tasks to fit a person's skill and attitude. I can research a topic with little supervision and I can work with or without a team. I'm focused, ambitious and results oriented.