



# RHICA MAE ANNE M. ALVAREZ

## ADMINISTRATIVE OFFICER

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### Address

Fort Bonifacio, Taguig city

## Experience

## About Me

Results-driven Operations, Marketing, and Sales Support Professional with extensive experience in the SEAPAC region. Expertise in managing regional marketing campaigns, end-to-end e-commerce operations (Shopee/Lazada), and complex technical sales support. Proven track record in localized brand execution, international account management, and cross-functional team leadership. Adept at bridging communication between global technical teams, legal counsel, and executive leadership to drive business growth.

### 2025–Present

#### EPIC SOUTHEAST ASIA INC.

##### Administrative Officer | February 2026 – Present

- Lead operations for Shopee and Lazada across the SEAPAC region, including product listing, inventory monitoring, and strategic inbound scheduling via Purchase Order (PO) management.
- Serve as the primary liaison for regional external clients, ensuring seamless document exchange and project alignment.
- Manage corporate banking functions, including check processing and financial documentation, while overseeing the CEO's complex calendar and high-priority communications.
- Facilitate internal and external presentations and provide cross-subsidiary support for corporate events, planning, and documentation.
- Negotiate with suppliers for promotional discounts and resolve technical or logistical issues to ensure uninterrupted supply chains.

##### Administrative Assistant and Onboarding &

##### Compliance Officer | June 2025 – February 2026

- Supported administrative functions for a parent company and four subsidiaries, ensuring seamless business continuity and record-keeping.
- Directed communication between U.S. and India-based technical teams to execute critical partner plans.
- Partnered with legal counsel on contract drafting and risk mitigation

### 2023–2025

#### ESCO PTE LTD

##### Sales Support Specialist | November 2025 – May 2026

- Managed a diverse portfolio of international and local accounts, consistently exceeding client satisfaction KPIs.
- Directed the end-to-end resolution of equipment malfunctions, coordinating with manufacturers and technical teams for expedited repairs.
- Partnered with Project Sales to secure equipment upgrades and proposed Preventive Maintenance Services (PMS) and Managed Service contracts.
- Developed detailed cost sheets, pricing proposals, and presentations that streamlined the sales cycle and improved turnaround time.

##### Marketing Coordinator (Regional) | April 2023 –

##### November 2025

- Implemented localized marketing and advertising campaigns across specific geographic areas to boost brand awareness and support regional goals.
- Planned and organized local promotional events, including on-site marketing efforts and high-level corporate events with partners like Microsoft and Zoom.
- Conducted research on local trends and competitor activity to tailor messaging for target audiences in the region.
- Managed regional marketing assets and vendor relationships, including invoice coding and budget tracking.
- Facilitated communication between regional teams and sales departments to ensure marketing initiatives were aligned with revenue targets.

## Education

2015–2020

**Major in BS Entrepreneurship  
Nueva Ecija University of Science  
and Technology**

2011–2015

**Putlod San Jose National High  
School**

2005–2011

**Putlod Elementary School**

## Skills

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- Platforms (Shopee & Lazada)
- Communication, Collaboration & Problem Solving
- Project Management
- PROJECT MANAGEMENT
- Organization & Detail
- Sales and Technical Proficiency
- Project Management
- CUSTOMER SERVICE
- ZOHO CRM

## languages

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English

### **2021–2023 ALORICA TELESERVICES, INC.**

#### **Authorization Representative | May 23, 2022 – March 10, 2023**

- Reviewed onsite technician reports to determine repair/replacement coverage based on specific contract limits and policy guidelines.
- Handled 200+ calls daily, resolving customer inquiries and technical concerns with high efficiency.
- Explained complex policy exclusions to clients and managed the ticket creation process for equipment replacements.

#### **Customer Service Representative | November 15, 2021 – May 22, 2022**

- Identified and resolved a wide range of customer complaints by providing tailored technical solutions.
- Analyzed technical data to assist onsite technicians in optimizing field service delivery.

### **2020–2021 BM MATERNITY AND LYING-IN CLINIC**

#### **Secretary and Nursing Aid | October 15, 2020 – October 15, 2021**

- Collected and recorded comprehensive patient information with accuracy and confidentiality.
- Performed administrative tasks, including scheduling appointments, managing correspondence, and maintaining patient records for multiple physicians.
- Ensured efficient office operations by coordinating between patients and healthcare providers.
- Assisted midwives during emergencies while maintaining professionalism and keen observational skills.
- Monitored vital signs, nutritional intake, and potential complications for an average of 10 to 20 patients per week, promptly reporting deviations to the midwife.
- Accurately performed and recorded blood pressure, pulse, and weight measurements.
- Delivered safe bedside care with integrity, compassion, and attention to patient well-being.

## Reference

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**Available upon request**