

# Nikki Mericarr Palma Guadalupe

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## Profile

**Operations & Workforce Support Specialist** with over 3 years of experience supporting U.S.-based logistics. Experienced in driver recruitment, workforce coordination, attendance tracking, timecard auditing, payroll support, and compliance documentation. Proven ability to communicate effectively with drivers, supervisors, and management teams while maintaining accurate records and ensuring operational efficiency. Detail-oriented, organized, and skilled at managing high-volume administrative tasks in fast-paced environments.

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## Key Skills:

- Driver Attendance Monitoring
- Workforce Coordination
- Timecard Auditing & Editing
- Payroll Support
- Delivery Driver Recruitment
- Attendance Tracking
- Administrative Support
- ADP
- Google Workspace
- Data Entry & Reporting
- Issue Resolution
- Communication & Follow-up

## Work Experience (s)

### **Administrative Staff (Back-end Support) for My Pest Pros May 2022 – Present**

- **Prepare and organize service reports, invoices, and documentation**
- **Coordinate with field technicians regarding job updates and customer concerns**
- **Maintain accurate customer records and service history**
- **Ensure compliance with company safety and regulatory standards**
- **Support billing and collection processes**
- **Perform other administrative and operational tasks as assigned**

### **HR Associate (Payroll Assistant – Timecard Editor) D&J Global Logistics, LLC | June 1, 2025 – Present (Part-time)**

- Review and audit employee timecards for accuracy and compliance.
- Monitor attendance records and investigate discrepancies.
- Edit and correct time entries based on approved schedules and attendance documentation.
- Coordinate with supervisors and employees regarding attendance concerns and missing punches.
- Maintain accurate records of timecard adjustments and payroll-related documentation.
- Support payroll processing while ensuring deadlines are met.
- Assist in workforce coordination for logistics operations.

**HR Associate (Recruitment)****D&J Global Logistics, LLC | August 15, 2023 – May 31, 2025 (Part-time)**

- Recruited and screened delivery driver candidates for U.S.-based last-mile delivery operations.
- Coordinated interviews and onboarding activities for high-volume driver hiring.
- Maintained candidate records and workforce tracking spreadsheets.
- Communicated with drivers regarding application status, onboarding requirements, and compliance documentation.
- Supported operational staffing needs by ensuring adequate driver coverage.

**SENIOR RECRUITER****Elevated Expo | September 2022 – October 2024 (Part-time)**

- Conducted pre-screening interviews for delivery driver candidates.
- Verified applicant qualifications and compliance requirements.
- Maintained accurate documentation and recruitment records.
- Coordinated closely with operations and management teams to meet workforce demands.

**Relevant Highlights**

- Supported recruitment and workforce operations for U.S.-based logistics and last-mile delivery companies.
- Audited and edited employee timecards to ensure payroll accuracy and compliance.
- Managed attendance-related documentation and employee follow-ups.
- Coordinated with drivers, supervisors, and management teams to resolve workforce issues.
- Maintained detailed records and operational reports while meeting strict deadlines.
- Experienced working with high-volume teams in fast-paced environments.

**Additional work experience:****NON-VOICE CUSTOMER SUPPORT****BruntWork (Five Percent Online Ltd.) | December 15, 2022 – October 2023**

- Professionally and timely respond to client inquiries via Live Chat.
- Work with the appropriate team to ensure that client issues are resolved as soon as possible.
- Resolve simple technical difficulties and escalate complex issues to the development/technical department.
- Manage 5-6 chats at once.
- Reply to Help Desk tickets promptly.

**VIRTUAL ADMINISTRATOR for BruntWork (Moyle Marine Surveyors)****July 21, 2022 – December 2, 2022 (Part-time)**

- Develop and maintain working spreadsheets.
- Extract information from shipment manifests provided by the client.
- Enter the necessary data into the working spreadsheets.
- Management of upcoming ship arrivals on a calendar.
- Survey results from Google Sheets into survey reports.
- Data encoding and report file creation utilizing the client's reporting software.

**HR Associate for Gee Logistics, LLC**  
**July 2021 – November 2022**

- Conduct pre-screening interviews for qualified delivery driver applicants.
- Communicates effectively both verbally and in written form with candidates to explain and resolve queries and concerns. This could be via email, phone, and chat/instant messaging.

**TRANSCRIBER/Junior Editor for Inflexion.ai**  
**February 21, 2022 – October 2022**

- Review and edit transcriptions are done by speech recognition software and identify any inconsistencies.
- Expand shorthand notes.
- Utilize attention to detail to create transcripts that are accurate and error-free.
- Managing and organizing audio files and transcripts, and completing tasks on time

**CCTV Watcher for BruntWork (Pretzels Australia)**  
**December 2021 – July 17, 2022**

- Monitor the security cameras remotely and make notes.
- Check things like whether the staff are on task, not using their phones, that they are working quickly, and keeping the conversation appropriate
- Customer service and providing feedback.
- Make Google reviews.
- Respond to negative and positive reviews.

**Real Estate Virtual Assistant**  
**KC Fair Offer, LLC | June 03, 2019 – October 23, 2021**

- RE Acquisition specialist – responsible for knowing the real motivation of the seller and negotiating the asking price.
- Appointment Setter – responsible for contacting leads over the telephone to generate phone call appointments after the interest is established.
- Cold Calling – Deliver prepared sales talks, read from scripts that describe services to persuade potential sellers to sell their house or property.
- Train and equip new hires on how to communicate and make appointments on the phone.
- Monitor and evaluate agents' KPIs, attendance, performance, QA, and behavior.
- **Tools:** Podio, Asana, Monday.com, Zendesk, Zillow, Redfin, Craigslist, Realtor, Goodge Drive, Dropbox, DocuSign, Zoom, Skype, Slack, QUO, Batch Dialer, Mojo Dialer, and RingCentral)

**Amazon Customer Support**  
**Mar 15, 2018 – April 30, 2019**

- Reply to customers' emails within the SLA and any product queries.
- Reply to negative reviews correctly and appropriately.
- Managing refunds, inventory, and shipments
- Process replacement

### **CSR - Service Works Controller**

**Fuji Xerox Malaysia Sdn Bhd | May 2, 2017 – February 19, 2019**

- Responds to emails (organizes, labels, and categorizes)
- Assign a technician for a specific job according to their training and knowledge.
- Logging a service call for either hardware or software issues with a detailed problem description.
- Assist technicians in providing correct details about a job assigned, correct meter readings, and closing off a call.
- Assist customers with service calls that need a technician onsite or remote assistance.
- Provides ETA to customers who have logged in to a service call.
- Correctly identify call types, utilize appropriate system resources, and adhere to logging procedures.
- Assist the Team Leader and Senior in monitoring calls, calibrating, providing coaching to agents, and leading campaigns in promoting good quality.
- Assist customers with general inquiries, consumables orders, and service support requirements, with a focus on service excellence and first-call resolutions.
- As the first point of contact, promote a unified and professional image of CSC and Fuji Xerox as a whole.
- Conduct daily activities with Fuji Xerox policies, procedures, and code of conduct.

### **CSR/Flight Centre Agent**

**Jetstar Asia - Stellar Philippines, Inc. (Naga City) | October 27, 2014 – April 28, 2017**

- Answer inbound calls and respond to queries.
- Maintains open communication.
- Handled customer inquiries through the telephone.
- Research required information using available resources.
- Provide customers with product and service information.
- Manage and resolve customer complaints.
- Entered and updated customer information into the system.
- Process new bookings, changes, refunds, add ancillaries, and free moves.
- Identify and escalate priority issues.
- Route calls to an appropriate resource.
- Follow up on customer calls where necessary.
- Document all call information according to standard operating procedures.
- Maintains and improves the quality of results by adhering to SOPs and guidelines and recommending improved procedures.
- Accomplishes sales and organization mission by completing related results as needed.

### **Education**

- **Bachelor of Science in Nursing** - June 1989 – March 1993

### **Certification**

- Social Media Marketing