



DOLORES DE GUZMAN

Baguio City, Philippines
+63 999 388 4966 | dorydeguzman144@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented and adaptable professional with experience in administrative support, customer service, account management, and data annotation. Skilled in handling client communication, workflow organization, documentation, and process coordination. Proficient in Microsoft Office, Google Workspace, and data management systems with a strong ability to work efficiently in fast-paced environments.

CORE SKILLS

- Customer Service & Client Support
- Administrative Assistance
- Email & Document Management
- Data Annotation (2D/3D LiDAR)
- Microsoft Office & Google Workspace
- Loan Processing & Account Handling
- Communication & Team Collaboration
- Attention to Detail & Quality Assurance

PROFESSIONAL EXPERIENCE

Freelance Sales Agent – Converge ICT Solutions | May 2025 – Present

Assist clients with subscription inquiries, provide customer support and follow-ups, and maintain strong client relationships.

Account Associate – Wealthbank | Aug 2023 – May 2025

Processed teacher loan applications, verified client qualifications, managed customer records, and assisted clients with inquiries and updates.

Corporate Assistant – Tiong San Corporation | Jan 2023 – Jul 2023

Handled customer inquiries, prepared quotations, coordinated with clients, and represented the company during government and private bidding activities.

Data Annotation Specialist (2D/3D) – Flipside | 2021 – 2022

Performed LiDAR and image annotation tasks while ensuring accuracy, quality standards, and timely project completion.

Tasker/Reviewer (2D/3D) – Remotasks | 2019 – 2020

Annotated and reviewed image datasets involving vehicles, pedestrians, and objects while maintaining workflow accuracy and consistency.

Production Staff – Pilipino Cable Corp. (Sky Cable) | 2013 – 2019

Supported media production operations, documentation management, scheduling, and program coordination.

EDUCATION

Bachelor of Arts in Mass Communication

University of Baguio | 2009 – 2013

TECHNICAL TOOLS

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Gmail, Drive)
- Loan Processing System (LPS)
- LiDAR Annotation Tools