

Kristopher Lou Abella

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Professional Profile:

Administrative professional with experience in office management, scheduling, and documentation. Skilled in handling multiple tasks efficiently while maintaining accuracy and professionalism. I'm an organized and dependable professional with experience supporting both recruitment and payroll processes. I enjoy helping bring the right people into a team while also making sure employees are paid accurately and on time. I pay close attention to details, handle sensitive information with care, and work well in fast-paced environments.

Technical Skills

- Payroll
- Workforce
- Payroll / Reimbursement
- Data Entry
- Inventory Management and Procurement
- Team Collaboration and Leadership
- Adaptability and Problem Solving
- Microsoft Office

Corporate Professional Experience

Recruitment Coordinator | April 2021 – July 2024

PSG Global Solutions | Remote

- Reviewed and processed recruitment documents, ensuring accuracy and completeness.
- Conducted data entry and managed payroll documentation for efficient salary processing.
- Sourced, screened, and engaged potential candidates through various platforms.
- Collaborated with team members to develop staffing time analytics and solutions.
- Prepared reports and conducted benefit analysis to align with client requirements.
- Payroll and reimbursement processing
- Formatting Time sheet and analysis

Customer Service Representative | December 2020 – March 2021

SITEL Philippines | Mandaluyong City, PH

- Verified client enrollment and eligibility, providing accurate information on services.
- Processed billing inquiries and claims, ensuring timely and accurate resolutions.
- Provided administrative support, including data entry and correspondence handling.
- Assisted clients with policy updates and legal documentation related to insurance.
- Coordinated with pharmacy services for accurate prescription endorsements and client support.

Customer Service Representative | October 2019 – January 2020

Concentrix | Mandaluyong City, PH

- Addressed customer concerns and inquiries with a focus on satisfaction and retention.
- Processed orders, refunds, and product returns efficiently and accurately.
- Conducted detailed data entry and analysis for sales and customer service metrics.
- Researched and resolved customer complaints, providing actionable solutions.
- Maintained comprehensive documentation of customer interactions and feedback.

Education

Bachelor of Science in Cruise Line Operations in Culinary Arts

2012-2018

Lyceum of the Philippines - Laguna