

HELLO, I'm **Gerard Rogers Felarca**, an *Independent Consultant* based in *Manila, PH*. I help clients successfully meet their business priorities.

## EDUCATION

### FIELD OF STUDY

BACHELOR of SCIENCE  
Asian School of Hospitality Arts  
2017

## SKILLS

### PRACTICAL

Data Management  
· Professional Communication · Graphic Design · Client Services · Cybersecurity

### TECHNICAL

Notion · Adobe Creative Suite · Microsoft Office · Salesforce · Meta Business Suite · Google Workspace

## EXPERIENCE

**2020-2024**

### *Data Entry Specialist* RANGO INC. · MESA, AZ

Successfully provided remote data entry support on an ad-hoc basis, including but not limited to the following routines:

- \* Perform regular database backups to secure information in compliance with data integrity & security policies.
- \* Quality assurance duties before EOD.

**2019-2020**

### *Fraud Analyst* RESULTS CX · MANILA, PH

Accomplished identifying, monitoring & preventing seasonal fraud-related activities in an online retail store by:

- \* Analyzing and monitoring transactions to identify suspicious purchasing activities.
- \* Creating reports & insights, escalating potentially high-risk activities.

**2014-2016**

### *Senior Transaction Processor* XEROX BUSINESS PHILIPPINES · PASAY, PH

Successfully managed client database ahead of projected project end date by accomplishing administrative tasks for a government loan services including:

- \* Reconciliation and management of records.
- \* Liaising with internal teams and departments to ensure SLA were met.

## TRAININGS

### *Career Essentials in Administrative Assistance by Microsoft & LinkedIn* · 2024

Microsoft

Certificate ID: 1be3d6cbd5aa151916ebf1d12d551285fac4d429e1860192d745ba68f8854bc9

### *Agile Foundations* · 2024

International Institute of Business Analysis (IIBA®)

Certificate No: 58209d44c5875f63e1bb9ead516d2be4292bedca6bba6b6f509fc074faf6f133

Get in touch.

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## TRAININGS CONT.

### ***Entrepreneurship Foundations* • 2021**

National Association of State Boards of Accountancy (NASBA)

Certificate No: AXJHIKAncnfLb1-QVIOChSF5egob

### ***Understanding Business* • 2021**

National Association of State Boards of Accountancy (NASBA)

Certificate No: ATxWeaFy|ScLornCzKbo8Emlatya

## VOLUNTEER WORKS

### ***Alliance of Two Hearts Chorale* • 2023-present**

Countertenor, Project Manager & Social Media Content Moderator

### ***St. Francis Choir* • 2014-2020**

Tenor

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