Ryl Marc Español

Personal details

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Languages

- English
- Filipino
- Cebuano
- Waray-waray
- Hiligaynon

Profile

Motivated and detail-oriented aspiring Bookkeeper seeking an entry-level position to develop accounting skills, maintain accurate financial records, and support daily bookkeeping tasks. Eager to learn and contribute to the company's success.

Education

Bachelor of Science in Agribusiness Major in Business Management — **Jun 2009 - Apr 2013**
Visayas State University, Baybay City Philippines
Developed a strong foundation in business management, agribusiness operations, marketing, and entrepreneurship, with emphasis on strategic planning, resource management, and business development.

Major in Electricity — **Jun 2005 - Apr 2009**
Hilongos National Vocational School, Hilongos Philippines
Developed foundational knowledge of electrical systems, wiring, safety procedures, and basic troubleshooting.

With Honors — **Jun 1999 - Apr 2005**
Hilongos South Central School, Hilongos Philippines

Employment

Customer Service Representative - Financial Account — **Oct 2025 - Oct 2026**
Synchrony Global Services, Inc
- Delivered effective customer support by resolving financial account concerns, processing payment inquiries, addressing transaction disputes, and ensuring accurate documentation in accordance with company policies and service standards
- Recognized as a Top VOC performer for delivering quality customer service and positive customer experiences

Manager/Owner — **Jan 2021 - Present**
Laneah Clothing Shop
- Managed day-to-day operations, including sales, customer service, and order fulfillment
- Developed and executed marketing strategies to promote products and grow the online customer base
- Built and maintained strong relationships with customers, ensuring satisfaction and repeat business
- Oversaw inventory management, procurement, and pricing to optimize profitability

Contract Coordinator Trainer — **Jun 2021 - Dec 2023**
Star Nursing, Inc., Folsom California
- Managed contract documentation, ensuring compliance with company policies, client requirements, and regulatory standards
- Conducted training sessions for newly hired contractors on contract management procedures, policies, and best practices
- Prepared reports, updates, and summaries to support management decision-making and maintain accurate records

Business Unit Head **Jan 2020 - Apr 2021**

AXA Philippines-Ormoc (Agency), Cebu City Philippines

- Built and led a high-performing team of Financial Advisors through recruitment, selection, and comprehensive training programs
- Supervised and guided the sales team to ensure consistent adherence to company working plans and operational standards
- Achieved key performance indicators, including production targets, recruitment goals, and policy persistency, while driving team growth and client satisfaction

PSBank Financial Specialist **Mar 2018 - Nov 2019**

AXA Philippines-PSBankOrmoc Branch (Bank Assure), Makati City Philippines

- Conducted continuous lead generation and scheduled appointments with clients both over the phone and in person
- Performed financial needs analysis and recommended tailored solutions to meet clients goals
- Built and maintained strong, long-term relationships with bank partners, encouraging referrals and reciprocal customer engagement
- Strengthened client relationships through consistent aftersales service, ensuring satisfaction and long-term trust

Self-Employed **Apr 2013 - Mar 2018**

Family Business "NOEMARCYRIL Coconut Wine Manufacturing", Hilongos Philippines

- Managed promotion and sales of products to both existing and prospective customers, driving business growth
- Built and maintained strong, positive relationships with customers and business partners
- Conducted market analysis to identify growth opportunities and optimize product reach

Research Assistant/Technical Staff **Oct 2014 - Dec 2017**

Department of Agriculture-Regional Field Office 08, Research Division, Tacloban City Philippines

- Supported the implementation of community-based agricultural projects, improving mushroom production and rice yield outcomes in Eastern Visayas.
- Coordinated with local government units to ensure smooth execution of project activities
- Delivered training and capacity-building sessions to farmers and stakeholders on mushroom cultivation, product development, and precision rice farming, enhancing adoption of best practices
- Prepared proposals, reports, and project documentation, ensuring timely and accurate project monitoring and procurement compliance

Government Examination Passed

- Licensure Examination for Non-Life, Insurance Commission Agents July 06, 2019
- Licensure Examination for Traditional Life, Insurance Commission Agents March 17, 2018
- Licensure Examination for Variable Life, Insurance Commission Agents March 16, 2018
- Licensure Examination for Agriculturist, Professional Regulatory Commission July 23-25, 2013