

Contact

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Top Skills

Project Management

Research

Customer Support

Enrico Carpio

Freelance Translator at Game2win India Pvt Ltd
Region IVA - Calabarzon, Philippines

Summary

A highly independent and trustworthy administrative support specialist with a great team and communication skills with more than 5+ years in delivering accurate and efficient services in the clerical industry and provided an exceptional customer service experience.

Experience

Corpus Parallel Project

Freelance Translator

October 2019 - Present

Gangnam-gu, Seoul, Korea

- Manage parallel translation and proofreading in various languages
- Support localized translation
- English to Japanese Vice Versa
- 6,000 - 7,000 words per day

Upwork.com

Administrative Support Specialist

September 2019 - Present

United States

- Prepared and distributed team-based communications to foster collaboration and enhance team morale
- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements
- Created and remoted to update digital files to maintain current, accurate and compliant documentation
- Conducted thorough research using diverse resources to assist the professional staff with routine and special project tasks
- Delivered top-notch administrative support to office staff, promoting excellence in office operations
- Maximized quality assurance standards and controlled downtime to meet revenue targets
- Produced highly accurate internal and external office collateral, communications and forms such as letters and memorandum

Game2win India Pvt Ltd
Freelance Translator
September 2019 - Present
India

- localized English to Filipino translation
- Proofreading and checking grammar
- 5,000 - 6,000 words per day translation

University of the Philippines Los Baños
Administrative Specialist
July 2018 - Present
Laguna

- Collaborated with business development manager in the partner planning process to develop mutual performance objectives, financial targets and critical milestones.
- Wrote reports of daily activities and irregularities such as property damage, theft guest or employee accidents and unusual occurrences.
- Demonstrate knowledge of the company's mission, purpose, goals, and ability to help employees successfully achieve them.
- Positioned as primary liaison to streamline operations of multiple lines of business with the organization.
- Manage quality assurance program including on-site evaluations, internal audits, and customer surveys.
- Resolved retrieval problems by customizing the design to meet requirements.

University of the Philippines Los Baños
Procurement Specialist I
February 2016 - Present
UP College, Laguna 4031

- Built relationships with vendors to negotiate ideal terms for purchases, refurbishing work as well as equipment and machinery restructuring.
- Set up and negotiated contracts to obtain favorable pricing and delivery structures
- Develop and strengthened supplier relationships
- Input analyzed and reported on data covering all aspects of procurement operations
- Performed yearly store audits in collaboration with managers, designers, and buyers associates to provide feedback

- Identified new and more cost-effective suppliers through participation in industry networking events, purchasing advantageous packages and cutting costs.
- Maintained effective and lasting vendor relationships through dynamic communication, collaboration, and intelligent questioning skills.

Supply and Property Management Office UPLB
 Information Technology System Consultant
 February 2016 - Present
 Los Baños Laguna, PH

- discussing the client's requirements and the proposed solution with a senior developer (for developers at a mid-skill level and below)
- using development tools to write and test code to develop these solutions
- writing documentation and operating manuals
- testing and modifying systems to ensure that they operate reliably
- user training and support
- responding to feedback
- fault finding, diagnosing and fixing bugs

SD Org
 Information Technology System Analyst
 March 2014 - Present
 NCR - National Capital Region, Philippines

- Consult with managers to determine the role of the IT system in an organization
- Research emerging technologies to decide if installing them can increase the organization's efficiency and effectiveness
- Prepare an analysis of costs and benefits so that management can decide if information systems and computing infrastructure - upgrades are financially worthwhile
- Devise ways to add new functionality to existing computer systems
- Design and develop new systems by choosing and configuring hardware and software
- Oversee the installation and configuration of new systems to customize them for the organization
- Conduct testing to ensure that the systems work as expected
- Train the system's end users and write instruction manuals

Edward Keller Phil., Inc.
 Quality Control Inspector
 March 2015 - February 2016 (1 year)

Calamari Canlubang, Calamba, Laguna

- Created and deployed best practices to improve efficiency and reduce defects
- Monitored performance and generate reports detailing the quality of product and defect rates
- Evaluated components and final products against quality standards and manufacturing specifications
- Streamlined QA process by working closely with development teams and staying abreast of changing products demands
- Monitored production processes to gain an understanding of problematic steps and rectify issues.
- Reported repeated issues to supervisors and other departments, collaborating to identify issue roots and rectify problems

University of the Philippines Los Baños

Information Technology Administrative Assistant

June 2013 - January 2014 (8 months)

UP College, Laguna 4031

- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond questions
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Engaged end users and answered questions via email and website.
- Removed malware, ransomware and other threats from laptops and desktops systems.
- Removed and replaced malfunctioning components to correct hardware problems.
- Configured hardware, devices, and software to set up workstations for employees.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.

Education

University of the Philippines Los Baños

Master's In Information Technology, Information Technology · (2016 - 2019)

Laguna State Polytechnic University - Los Baños

Bachelor of Science In Information Technology, Computer/Information Technology Administration and Management · (2009 - 2013)

