**Edy B. Ciupan Jr.**

Dona Vicenta Subdivision,

Bajada, Davao City

Philippines 8000
Mobile No.: +639991978334
Email Address: eciupan@gmail.com

**Career Objectives**

* To build a long-term career where I can make serious contributions to the company’s success.
* To use my skills and abilities in the best possible way for achieving the company’s goals.
* To enhance my professional skills in a dynamic fast paced workplace.
* To solve problems in an effective/ creative manner in a challenging position.
* To seek a responsible job with opportunity for professional challenges.

**Professional Summary**

Energetic, fun and charismatic individual possessing 8 years of experience in Events, Customer care and Fashion industry. Assertive and friendly with superb communication, negotiating and leadership skills. I am very passionate and hands-on to what I do and I work hard to communicate with the entire team so everyone can focus on their jobs and we can all enjoy the journey and deliver the work we signed for.

**Skills**

* Architectural/ Interior Designer/ Project Manager
* Visual Merchandiser/ Image Stylist/ Creative Director (Photo shoot)
* Party Planner/ Events Coordinator / Stage & Production Manager
* Knowledge in Microsoft Office/ Excel/ Outlook and other basic software.
* Time Management
* Strong Verbal and Written Communications
* Site Investigation Reports
* Free Hand Sketching
* Budgeting
* Motivated self-starter
* Material Application Knowledge
* Design Development

**Competencies**

* Leadership
* Communication Proficiency
* Customer/Client Focus
* Organizational Skills
* Performance Management
* Problem Solving/Analysis
* Technical Capacity

**Work History**

**Office Secretary May 2016 – July 2018**

Fantasy Party

Prince Sultan St., Rawda District, Jeddah, KSA

Support the Chair in ensuring smooth functioning of Management Committee. Ensuring meetings are effectively organized and minuted. Maintaining effective records and administration.

* Receive phones calls and information sent via email, text or transmitted data.
* Produce information by taking notes, copying and transmitting text, data and graphics.
* Organize work and collecting information.
* Completes requests by greeting customers, in person or on telephone.
* Maintains customer confidence and protects operations by keeping information confidential.
* Maintains office supplies inventory by checking stock to determine inventory level.
* Contributes to team effort by accomplishing related results as needed.

**Events Coordinators/ Stage Manager – Director May 2016 – July 2018**

Fantasy Party

Prince Sultan St., Rawda District, Jeddah, KSA

Events & Exhibitions – Kingdom of Saudi Arabia Project Supervisor. The company deals with Events, Parties, Promotions, Signage, Audio-Visuals, Interior Designs & Artworks, Multimedia and Project Management.

* Meet and corresponds to prospective clients independently.
* Understands the client's goals and objectives behind the organization of various events, meetings, concerts, social gatherings, etc.
* Event planning, design and production while managing all project delivery elements within time limits.
* Liaise with clients to identify their needs and to ensure customer satisfaction.
* Conduct market research, gather information and negotiate contracts prior to closing any deals.
* Prepare schedule of work and progress report.
* Deal with suppliers and sub-contractors.
* Provide feedback and periodic reports to the Management.
* Propose ideas to improve provided services and event quality.
* Organize facilities and manage all event’s details such as decor, catering, entertainment, transportation, location, invitee list, special guests, equipment, promotional material etc.
* Ensure compliance with insurance, legal, health and safety obligations
* Specify staff requirements and coordinate their activities.
* Cooperate with marketing and PR to promote and publicize event.
* Proactively handle any arising issues and troubleshoot any emerging problems on the event day.
* Conduct pre- and post – event evaluations and report on outcomes.
* Research market, identify event opportunities and generate interest.
* Ensure success of the event.

**Stage Manager October 2013 – May 2016**

Offsourcing Philippines Inc.

LANDCO Bldg., Bajada, Davao City

As a Production Manager, my duty was to oversee all elements of production for my shows at all time. This included managing the in-house production team and setting a plan in motion to execute the show as per agreed terms in contract. By adhering to the budget and ensuring all costs were being tracked and monitored.

* Understand the client's goals and objectives behind the organization of various events, meetings, concerts, social gatherings, etc.
* Plan, coordinate, and implement the event as per the time table and make sure that it works as per schedule.
* Runs rehearsals and call the show in rotation with other members of Stage Management.
* Make sure that all the events are carried out within the given budget and standards by negotiating with the cost and prices of various facilities like food services, reservation of hotels, arranging for the transportation, etc., by maintaining a good relationship with them
* Ensure that there is appropriate coordination of staff members and brainstorm them for new ideas
* To market and publicize the event in a way that it will attract a huge crowd, thus ensuring success and yielding better revenue and profits
* Monitor the requirements of the event and ensure that the resources are adequate to ensure timely delivery of the event objectives.
* Maintain a track of ticket sales and invoice payments, arrangement of food, beverages, and making the venue decorative and attractive are also some of the duties of an event specialist.
* Take care that the client feels stress free by taking utmost care to satisfy their each and every requirement.
* Conduct pre- and post – event evaluations and report on outcomes.
* Ensure success of the event.

**Team Supervisor (Customer Service) October 2013 – May 2016**

Brand: JustFab/ Fabletics/ FabKids

Offsourcing Philippines Inc.

LANDCO Bldg., Bajada, Davao City

Look after a team of staff, ensuring they give good customer service, turn up on time and generally doing their job properly.

* Delegating tasks.
* Monitoring team’s performance.
* Assisting the team by performing tasks with them.
* Helping with training and development. Do coaching.
* Completing paper works and reports.
* Handling complaints (both staff and customers)
* Helping to hire new staff.
* Report to senior management/ personnel when required.

**Fashion Consultant (Customer Service Agent) February 2012 - September 2013**

Brand: JustFab/ Fabletics/ FabKids

Offsourcing Philippines Inc.

LANDCO Bldg., Bajada, Davao City

* Serves customers by providing product and service information;
* Resolving product and service problems.
* Attracts potential customers by answering product and service questions;
* Suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information
* Resolves product or service problems by clarifying the customer's complaint;
* Determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment;
* Following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.

**Events Coordinator July 2010 - December 2011**

Glocal Review Centre

Matina, Davao City

* Responsible for the production of events from conception through to completion.
* Researching markets to identify opportunities for events.
* Liaising with clients to ascertain their precise event requirements
* Producing detailed proposals for events (e.g. timelines, venues, suppliers, legal obligations, staffing and budgets).
* Agreeing to, and managing a budget.
* Securing and booking a suitable venue or location.
* Ensuring insurance, legal, health and safety obligations are adhered to.
* Coordinating venue management, caterers, stand designers, contractors and equipment hire.
* Organizing facilities for car parking, traffic control, security, first aid, hospitality and the media.
* Identifying and securing speakers or special guests.
* Planning room layouts and the entertainment programme, scheduling workshops and rehearsals.
* Coordinating staffing requirements and staff briefings.
* Liaising with marketing and PR colleagues to promote the event.
* Liaising with clients and designers to create a brand for the event and organizing the production of tickets, posters, catalogues and sales brochures, plus social media coverage.
* Coordinating suppliers, handling client queries and troubleshooting on the day of the event to ensure that all runs smoothly.
* Overseeing the dismantling and removal of the event and clearing the venue efficiently;
* And post-event evaluation.

**Review Coordinator** July 2010 - December 2011

Glocal Review Centre

Matina, Davao City

Look after a group of graduating students, ensuring they come to class as scheduled, turn up on time and generally be at class for learning.

* Check and monitor attendance.
* Monitoring student’s performance.
* Assisting the Reviewer perform the tasks with them.
* Helping with training and development. Do coaching.
* Provide a conducive environment for learning.
* Completing paper works and reports to management.
* Provide progress report to students.
* Handling complaints and help resolve issues.
* Report to senior management/ personnel when required.

**Personal Information**

Birth date: September 18, 1986

Gender: Male

Status: Single

Height: 170.18cm (5’7”)

Weight: 65kgs (143lbs.)

Nationality: Filipino

Religion: Christian

Permanent Address: Sinawingan, Libungan, North Cotabato 9411

**Education**

Bachelor of Science in Nursing 2009

Davao Doctors College, Davao City

Registered Nurse 2010

**Available Document:**

Passport Number: P1413774B Expiry Date: APR. 09, 2029

Place of Issue: Davao City Date of Issue: APR. 10, 2019

Seaman’s Registration Number: C1388192 Expiry Date: APR. 24, 2029

Place of Issue: Davao City Date of Issue: APR. 24, 2019

**Character Reference**

**Edmund Lee Dawnie Detalla**

**Chief Operating Officer Account Manager**

Offsourcing Phils. Inc. Offsourcing Phils. Inc.

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