

HENCEL BUNAGAN APALIN

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Objective:

To secure a challenging position in a reputable organization to fully utilize my learnings, teachings, skills, and experiences while making a significant contribution to its success.

Education:

St. Paul University Philippines

Tuguegarao City, Cagayan Valley, Philippines

June 8, 1998-April 11, 2002

Bachelor of Science in Business Administration major in Business Management

Experience/s:

Tour Guide V2X/The Bridge Co., Kuwait July 2022 to present

Organize and schedule appointments and meetings, effectively manage databases and data entry, and provide compliance. Answer and direct phone calls. Maintain contact lists. Develop and maintain a filing system. Order office supplies and book travel arrangements. Submit and reconcile expense reports. Provide general support to visitors. Maintain up-to-date employee holiday records. Coordinating repairs to office. Maintain conference room calendars. Develop and distribute weekly and monthly reports.

Fuel Handler Lead Louis Berger Services, Kuwait October 2020 - June 2022

Perform daily reports to the manager(s) detailing the status of daily operations. Conducts daily, weekly, and monthly safety briefings. Maintaining & providing high-quality service to all customers. Receive, store, issue, and transfer fuel safely and efficiently; monitoring and recording all pertinent information. Perform daily system inspections and operator maintenance functions under local operating procedures. Review the daily sales receipt, schedule, and plan for sufficient tank ullage on the next day's allotments. Complete and maintain appropriate documentation on operational matters following established procedures. Perform a variety of fuel quality tests and analyses and procedures. Complete all assignments directed by management in a safe, efficient, and timely manner as required by company rules and regulations.

MWR Marketing Specialist Vectrus Systems Corporation, Kuwait December 2019 - October 2020

Provides internal/external communications, branding, and marketing programs in support of the assigned program. Associates with assigned MWR Site Supervisor(s), staff, and graphic designers to maximize the effectiveness of publicity plans. Assist in developing and implementing marketing programs for assigned camps. Coordinates incoming Marketing support workflow and identifies potential issues about workload, work request submission timeframes, and work completion. Provides direction to Marketing and Graphic Design staff relating to materials production, work request assignments, or tasks related to special Marketing project support. Collects data, tabulates responses, and conducts market research for industry standards to determine trends and uses data to create periodically and needs assessment surveys. manages data and tracking of all marketing and publicity workload data including the production of flyers, posters, brochures, and other printed materials. Assists marketing and media supervisors with the management of the corporate sponsorship program. Conducts post-event actions for

sponsored events to ensure sponsors receive items required by sponsorship agreements such as photos, videos, and letters of appreciation. Perform other job duties as assigned.

MWR Tour Coordinator Vectrus Systems Corporation, Kuwait May 2017- December 2019

Organize and schedule appointments and meetings, effectively manage databases and data entry, and provide compliance. Answer and direct phone calls. Maintain contact lists. Develop and maintain a filing system. Order office supplies and book travel arrangements. Submit and reconcile expense reports. Provide general support to visitors. Maintain up-to-date employee holiday records. Coordinating repairs to office. Maintain conference room calendars. Develop and distribute weekly and monthly reports. Provides an escorted guide to approved off-post sites to authorized patrons. Ensures execution of approved tours under the Internal operating procedures. Provides customer service and location-specific assistance to authorized patrons. Manages telephone inquiries greets visitors and provides information. Plans, coordinates, revises, and executes local cultural and recreational tours. Accepts tour reservations, collects, compiles, and checks all reporting submissions for accuracy, completeness, and compliance with regulations
Perform other job duties as assigned.

Tour Guide/ Administrative Assistant Vectrus Systems Corporation, Kuwait February 2013 - May 2017

Organize and schedule appointments and meetings, effectively manage databases and data entry, and provide compliance. Answer and direct phone calls. Maintain contact lists. Develop and maintain a filing system. Order office supplies and book travel arrangements. Submit and reconcile expense reports. Provide general support to visitors. Maintain up-to-date employee holiday records. Coordinating repairs to office. Maintain conference room calendars. Develop and distribute weekly and monthly reports.

MWR Sr. Recreation Specialist CSA/ITT Exiles, Kuwait February 2008 - February 2013

Planned, organized, and conducted activities, special events and programs. Assisted in the setting up of equipment for various recreation events. Ensured facilities were clean and promoted customer friendly atmosphere. Provided leadership and guidance to other team members in the operation of MWR facilities and programs. Assisted in the development, planning, and execution of recreation and customer center facility maintenance and improvements.

Accounting Technician The Exchange, Kuwait February 2007- February 2008

Performs a variety of routine and non-routine clerical/accounting functions under standard procedures in general accounting, accounts payable, accounts receivable, or related financial areas. Reconciles bank accounts, posts information, and balances general or subsidiary ledgers, processes payments, and complies with segments of monthly closing, annual reports. Contacts other departments, and/or outside agencies to resolve problems.

BX/PX Retail Store Supervisor The Exchange, Kuwait January 2005 - January 2007

Maintains supply inventory; verifies inventory levels by checking shelves, notifies manager/s as to replacement needs, or places orders as appropriate. Orders, receive, and store supplies in the warehouse and supply room. Reviews incoming order forms for proper coding, quantities requested, and authorized approvals; inspects and verifies supplies received against invoice and packing slip; initiates request for vendor corrections. Contacts approved vendors to reorder routine supplies; processes paperwork related to supply requests, including small purchase orders, purchase requisitions, and check requests. Ensures customer satisfaction and positive rapport with vendors. Performs clerical duties related to maintaining stock inventories and stockroom; operates a computer terminal and/or personal computer. Lead, guide, and train staff/new employees, interns, and/or

volunteers performing related work; participate in the recruitment of volunteers, as appropriate to the area of operation.

Skills and Abilities

- Effective communication verbally and writing with customer service skills for more than 10 years.
- Computer skills expert in typing, E-Mail, social media, MS Office Word, Excel, PowerPoint, Publisher, Internet application, Outlook, Basic Adobe Reader, and Photoshop.
- Performed internet research, and data entry, dedicated to completing assigned tasks and projects.
- Ability to read, understand, follow, and enforce safety procedures.
- Section current Master Driver with 15 years' experience driving since 2009

Training and Award/s:

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| • Master Driver's Certificate | LCV-Task Order-Kuwait, Camp Arifjan, Kuwait | 13 Feb. 2024 |
| • Certificate of Appreciation | Louis Berger Services, Camp Arifjan, Kuwait | 01 July 2021 |
| • MWR Excellence Award | LCV-Task Order-Kuwait, Camp Arifjan, Kuwait | 04 July 2022 |
| • MWR Excellence Award | LCV-Task Order-Kuwait, Camp Arifjan, Kuwait | 31 Oct 2022 |
| • MWR Excellence Award | LCV-Task Order-Kuwait, Camp Arifjan, Kuwait | 03 Dec 2022 |
| • MWR Excellence Award | Vectrus Corporation, Camp Arifjan, Kuwait | 25 Jan 2017 |
| • MWR Excellence Award | Vectrus Corporation, Camp Arifjan, Kuwait | 25 Jan 2017 |
| • Safety Spot Bonus Award | Vectrus Corporation, Camp Arifjan, Kuwait | 29 Jun 2016 |
| • 5 Years Dedicated Service | Vectrus Corporation, Camp Arifjan, Kuwait | 15 Feb 2016 |
| • Supervisor Enrichment and Excellence Development (SEED) Program Certified Basic Supervisor | Vectrus Corporation, Camp Arifjan, Kuwait | 12 January 2016 |
| • MWR Excellence Award | Vectrus/KBOSSS, Camp Arifjan, Kuwait | 29 Dec 2015 |
| • MWR Excellence Award | Vectrus/KBOSSS, Camp Arifjan, Kuwait | 15 Oct 2015 |
| • MWR Excellence Award | Vectrus/KBOSSS, Camp Arifjan, Kuwait | 29 Sept 2015 |
| • MWR Excellence Award | Vectrus/KBOSSS, Camp Arifjan, Kuwait | 30 April 2015 |
| • MWR Excellence Award | Vectrus/KBOSSS, Camp Arifjan, Kuwait | 29 April 2015 |
| • Safety Spot Bonus Award | Vectrus/KBOSSS, Camp Arifjan, Kuwait | 29 April 2015 |
| • MWR Best Employee | ITT/Exiles, Camp Virginia, Kuwait | 12 Jan 2013 |
| • Licensed & Member of American Red Cross Adult/CPR/AED & First Aid | November 2008-Present | |
| • Golden Award | The Exchange, Camp Ali Al Salem, Kuwait | 08 Dec. 2007 |

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Hencel Bungan Apalin