

KENT GERARD C. EVIDA

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PROFESSIONAL SUMMARY

Dynamic and people-oriented professional with a strong background in customer service, human resources, administration, and creative industries. Known for fostering positive work environments, managing diverse teams, and promoting employee engagement and inclusivity. Skilled in handling end-to-end recruitment, onboarding, and employee relations while balancing creativity through makeup artistry, pageantry, and advocacy for gender equality. Driven by empathy, professionalism, and a genuine passion for empowering others and achieving organizational excellence.

PROFESSIONAL EXPERIENCE

Peak Outsourcing – Records Retrieval Specialist (Healthcare Account) (2022 – 2024)

- Processed and retrieved medical records with precision, confidentiality, and compliance.
- Collaborated across teams to optimize workflows and improve data management efficiency.
- Recognized for maintaining consistent accuracy and meeting organizational deadlines.

Smiles On Demand Outsourcing – Customer Service Representative (Logistics Account) (2020 – 2022)

- Handled customer logistics inquiries and ensured timely delivery resolutions.
- Provided administrative and HR-related assistance, including documentation and scheduling support.
- Maintained high client satisfaction scores and built long-term relationships with customers.

Human Resources Assistant / Coordinator (Freelance & Corporate Support Roles) (2019 – Present)

- Managed end-to-end recruitment process — sourcing, screening, interviewing, and onboarding new hires.
- Maintained employee records, attendance, and payroll coordination in compliance with company policies.
- Assisted in developing training sessions, performance evaluations, and employee engagement activities.
- Acted as a bridge between management and employees, fostering an inclusive and motivating workplace culture.

Freelancer – Virtual Assistant / Admin Assistant / Executive Support (2019 – Present)

- Delivered administrative and operational support to clients globally, focusing on task coordination and project management.
- Handled HR-related data entry, calendar management, and recruitment correspondence for international clients.
- Supported business operations, communications, and reporting with strong attention to detail and discretion.

Inspiro Dumaguete – Customer Service Representative (Sales Account) (2019)

- Provided excellent customer support while meeting sales and service metrics.
- Collaborated with team leaders to identify customer needs and recommend tailored solutions.
- Recognized for professionalism and consistent achievement of monthly performance goals.

Qualfon Dumaguete – Customer Service Representative (Amazon Account) (2018)

- Resolved customer inquiries regarding orders, refunds, and account issues with empathy and efficiency.
- Maintained high satisfaction ratings and contributed to customer retention initiatives.
- Demonstrated strong multitasking skills and teamwork in a fast-paced environment.

CREATIVE & ADVOCACY EXPERIENCE

- Active participant, coach, and handler in various beauty pageants, mentoring candidates in stage presence and confidence.

- Professional makeup artist and choreographer for fashion shows, cultural events, and pageant competitions.
- Served as creative consultant and image coach for aspiring models and performers.
- Strong advocate for gender equality and empowerment, supporting inclusivity and representation through public speaking and social outreach.

EDUCATION

Silliman University, Dumaguete City – Bachelor of Secondary Education, Major in MAPEH (2014 – 2018)

Dumaguete City High School – High School Graduate (2011 – 2014)

South City Elementary School – Elementary Graduate (2003 – 2011)

KEY SKILLS

- Human Resources & Talent Management
- Recruitment, Onboarding & Employee Relations
- Customer Service & Client Engagement
- Administrative & Virtual Assistance
- Makeup Artistry & Event Choreography
- Pageant Coaching & Creative Direction
- Gender Equality & Empowerment Advocacy
- Microsoft Office Suite & Google Workspace
- Excellent Communication & Leadership Skills
- Adaptability, Confidentiality & Time Management

HONORS & INVOLVEMENTS

- Athlete of the Year, Dumaguete City High School (2014)
- Athletic Scholarship, Silliman University (2014–2015)
- Secretary, Supreme Student Government (2012–2014)
- Middle Spiker, Silliman University Men's Volleyball Team (2014–2016)
- Member, Silliman University Dance Troupe (2015–2016)

REFERENCES

Available upon request.