**ELVI FLORES PARADO**

**OBJECTIVE**

To apply for a position where I can fully utilize my skills and interests and contribute to the growth of the company that I will be working for.

**PROFESSIONAL EXPERIENCE**

**Global Safe Link Health and Safety Consultancies Dubai, UAE**

***Secretary* August 2016 - Present**

* Answering telephone calls and taking messages
* Maintaining diaries
* Typing and word processing
* Filing and handling correspondence
* Prioritizing workloads

**Skyrocket Training Dubai, UAE**

***Secretary/Assistant Training Coordinator* July 2016 – August 2016**

* Answer phone calls and give information to callers, take messages and transfer calls to appropriate individuals
* Document controlling and maintain filing system
* Answer phone calls and give information to callers, take messages and transfer calls to appropriate individuals
* Ensure office equipment is properly maintained and serviced
* Typing and filing of documents
* Preparing certificates

**Leilance Enterprise Luna, La Union, Philippines**

***Office Assistant* April 2013 – January 2016**

* Answer phone calls and transfer to the appropriate staff member
* Update and maintain databases such as mailing lists, contact lists and client information
* Coordinate and organize appointments and meetings including travel arrangements
* Monitor and maintain office supplies

**Universal Leaf Philippines Inc. Agoo, La Union, Philipines *Secretary*  August 2012 – January 2013**

* Prepare and manage reports and documents
* Setup and maintain filing systems
* Answer phone calls and give information to callers, take messages and transfer calls to appropriate individuals
* Schedule and confirm appointments for clients, customers and supervisors
* Manage projects and contribute to committee and team work
* Establish work procedures and schedules, and keep track of the daily work of clerical staff

**GGP Contact Solutions San Fernando, La Union, Philippines**

***Customer Service Representative*  November 2011- May 2012**

* Made 60+ cold calls daily to business and private individuals to solicit sales for goods and services
* Implemented new sales strategy on how to up sell goods and services to potential clients

**Sutherland Global Services Tarlac, Philippines**

***Consultant/Customer Service Representative* January 2011 - March 2011**

* Handled 100+ calls daily, with duties including verifying customer’s information, presenting relevant service/product information and providing the needed solution and/or information for customer’s satisfaction
* Received a good customer satisfaction rating
* Researched complicated cases without prompting to provide more comprehensive service to customers

**EDUCATION**

**Don Mariano Marcos Memorial State University Mid-La Union Campus**

San Fernando City, La Union, Philippines 2500

Bachelor of Science in Information Technology

November 2010

**ADDITIONAL SKILLS**

* Experience in Microsoft Office – Word, Excel, Power Point, Publisher
* Excellent communication skills (with a focus on Customer Service)
* 50 WPM typist

**PERSONAL INFORMATION**

Date of Birth: May 18, 1989

Nationality: Filipino

Height: 5”

Weight: 40kg

Gender: Female

Civil Status: Married

Language: Filipino, English

Religion: Roman Catholic

**Job Seeker First Name / CV No: 798312**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

