**LOURDES**

**Lourdes.211452@2freemail.com**

**CAREER OBJECTIVE:**

To build a career with committed & dedicated people, which offer me to explore myself fully and realize my potential,

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| **Keys for Success:*** Ability to work in diverse teams and communicate with others well.
* Willing to work without supervision
* Capable in doing task related to profession attained.
* Determined to learn
* Ability to work well under stress and pressure
* Willing to work in shifting schedules
* Flexibility
* Willing to work on holidays
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**PERSONAL INFORMATION**

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| --- | --- |
| **Nationality:** | Filipino |
| **Resident of:** | Philippines |
| **Birth date:** | 11 Feb, 1990 |
| **Gender:** | Female |
| **Marital Status:** | Single |
| **Number of Dependants:**  |  None |

**PROFESSIONAL EXPERIENCE:**

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| --- | --- |
| **February 2013- up to present** | **Assistant Head Encoding Division****MM Bacarisas Courier Services** GK Chua Building Mj Cuenco Ave, Cebu City, Philippines1. Responsible for performing follow up with data build up in the different local branches of the company.
2. Forwards tabulated data to clients for billing purposes.
3. Ensures that data gathered are accurate and true.
4. Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
5. Reviews, prioritizes and schedules work assignments and monitors work flow in order to meet distribution requirements and client needs;
6. Prepares data entry formats and operators instructions and procedures to facilitate work assignments;
7. Performed secretarial tasks for the head manager.
8. Assesses personnel, inventory and equipment needs for current and future data entry assignments;
9. Confers with departments to plan, prepare and revise documents for new or revised data

entry assignments. 1. Provides accurate reports to the manager regarding work productivity of staff.
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| **November 28, 2012- January 25, 2013** |  **Customer Support Representative for eBay.com (Australia)****ePerformax**Xpresso Career Cafe, JY Square Mall, Salinas Drive, Lahug, Cebu City, Cebu, Philippines1. Opens customer accounts by recording account information.
2. Maintains customer records by updating account information.
3. 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.
4. Recommends potential products or services to management by collecting customer information and analyzing customer needs.
5. Prepares product or service reports by collecting and analyzing customer information.
6. Contributes to team effort by accomplishing related results as needed.
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**EDUCATION**

**April 2011: Cebu Doctors’ University**, Cebu City Philippines

Bachelor of Science in Nursing

**ACHIEVEMENTS**

* Awarded as **TOP AGENT** twice during the First ( May 2012) and Second (August 2012) **QUARTERLY AWARDS** at ePerformax- eBay.com ( Australia) account.
* Awarded as **TOP AGENT** for the month of July 2012 during the **MONTHLY AWARDS** at ePerformax- eBay.com ( Australia) account.

**SKILLS**

| **Skill** | **Level** | **Years practiced** |    |
| --- | --- | --- | --- |
| MS Word, MS Excel, Power point,  | Intermediate | More than 9 years |    |

**LANGUAGES**

| **Language** | **Level** |    |    |
| --- | --- | --- | --- |
| English | Expert |  |  |