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**ANA**

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**CAREER OBJECTIVE:**

I am looking forward to work with an Organization that will offer me an upward career path with a good working environment so that I would continue to be motivated to achieve higher goals.

**Skills and Qualifications:**

* Knowledge in MS Office Applications such as Microsoft Word, Excel, Outlook and Internet.
* Creative, resourceful, quick learner and very meticulous, giving attention to detail.
* Consistently maintains a positive attitude and enjoys helping people.
* Quick thinker with both mental and physical agility to make prompt and logical decisions.
* Exceptional ability to work well as a team player and cooperates to produce expected results.

**Education:**

**BACHELOR OF SCIENCE IN COMMERCE(BSC)**

**Major in BANKING AND FINANCE**

#### ST. PAUL UNIVERSITY – Surigao City, Philippines

**June 1998 - march 2002**

**WORK EXPERIENCE:**

* **Modern General Trading, Dubai**

**January 2011 – March 2015**

**Position: Sales Encoder / Customer Service**

**Job Description:**

* Deal with the customers via emails, over the phone, or face to face.
* Preparing and posting all the customer requests.
* Managing customer needs by asking questions and listening to the customer’s response.
* Respond to the problems of the customer promptly via emails, over the phone or face to face.
* Provide knowledgeable assistance to customers with all the products and services offered.
* Draft the necessary documents, letter or statements, as required by the customer.
* Coordinate with the internal department to find solutions and resolve matters.
* Look after the customer accounts and update their transaction status.
* Maintain records of interactions with the customers in an orderly manner.
* Maintain a follow up on the customer, whose query you had solved. Ensure they are satisfied with your answer.
* Organizing and storing paper works, documents and computer-based information.
* Filing all important correspondents, quotations and e-mails on the proper folders for reference.
* Performs other duties and responsibilities as may be assigned from time to time.
* **Provincial Human Resources Management and Development Office, Surigao City, Philippines**

**July 2006– December 2010**

**Position:** **Administrative Assistant**

**Job Description:**

* Preparing and managing correspondence, documents and reports.
* Handling incoming mails, telephone calls, enquiries or requests.
* Receives, records and files in-coming and out-going communications/mails.
* Receives and directs telephone calls and visitors.
* Communicating verbally as well as in writing to respond to inquiries and providing information.
* Make travel arrangements including the preparation of travel itineraries, advances and expense reports.
* Maintaining databases, operating office equipment and managing office space.
* Maintaining office systems, maintaining calendars and schedules.
* Copy, disseminate and post documents and information as appropriate.
* Maintain accurate and up-to-date office files and records.