**Bachelor Graduate of HRM**

**Dubai- UAE**

**OBJECTIVE**

*To continue career development in a post of greater potential and responsibility in a well-established company and to excel in a challenging and productive work environment that utilizes my varied talents and skills.*

***PERSONAL DATA***

* Date of Birth: 19 May 1991
* Age: 24
* Gender :  Female
* Civil Status  :  Single
* Nationality  :  Filipino

***PROFFESSIONAL STRENGTHS***

* Excellent in Computer Skills (Windows XP, Well versed in MS Office)
* Typing Skills of 40 words per minute.
* Speed and accuracy with attention to detail.
* Efficient in meeting deadlines.
* Flexible and eager to learn and willing to undergo trainings.
* Hardworking and strives for excellence.
* Excellent skills in dealing with

Customers.

* Can work under pressure and result oriented.
* Excellent Internet Search skills.
* Highly detail oriented and organized in work

***EMPLOYMENT EXPERIENCES***

***RECEPTIONIST cum SECRETARY***

*Global SOLUTIONS Finance and Consulting Services*

*Philippines*

*July 2011 to December 2012*

* *Duties and Job responsibilities*
* Research, Collect and analyze data.
* Pull out company and Contacts information.
* Answering telephone calls and other customer’s inquiry.
* Typing and word processing and Filing of documents
* Maintains department schedule by maintaining calendars for department personnel; arranging meetings, conferences.
* Maintains customer confidence and protects operations by keeping information confidential.
* Complete forms in accordance with company procedures.
* Perform other clerical duties as needed, including writing letters, filing, & photocopying.
* Compose, type, and distribute meeting notes, routine correspondence, and reports.
* Collect and disburse funds from cash accounts, and keep records of collections and disbursements.
* Conduct searches to find needed information, using such sources as the Internet.
* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities. Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Answer all incoming phone calls, finding out caller name and company before directing to the appropriate contact.

***CUSTOMER SERVICE REPRESENTATIVE***

Sutherland Global services

Billing and sales (at&t account)

Philippines

Feb. 2013 – October 2015

* Duties and Job responsibilities
* Responsible of the concern of your customer.
* Assist the processing of billing concerns.
* Assisting purchasing of product.
* Handle customer complaints and take appropriate action to resolve them.
* Provide operational support to management & documentation department as per requirement and delegation of assignments.
* Maintain telecommunication system for house phone and console operation.
* Provides historical records by maintaining records on area and customer sales.



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