[Mary.260886@2freemail.com](mailto:Mary.260886@2freemail.com)

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| **CAREER OBJECTIVE:**  **JOB EXPERIENCES:**  Sep 2015 – Jan 2016  (5 months)  Oct 2014 - Jan 2015 (3 months ) | Seeking an administrative support position with a company that will allow me to fully utilize my communication, organizational, and problem solving skills. I want to succeed also in an environment of growth and excellence to meet personal and organizational goals.    **Ticketing/Reservation Agent**  **Cebu Pacific Air** |  Industry Call Center / Airlines / BPO  Specialization Airline Reservation  Role Customer Service   * Assist customers’ inquiries about the promo and fare rates. * Manage new booking, rebooking, rerouting, and cancellation request of passengers. * Process name correction and update information request of passengers. * Answer general inquiries about the flight details and other concerns of passenger about their flights.   **Customer Sales Representative (Project Based)** **Sitel Philippines Inc**. | | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization  Role | Sales - Retail/General  Customer Service |
|  | * Assist the customers’ inquiry about the availability, discount, promos and other details that they see on the website. * Process service recovery when the customers’ received damaged broken and defective orders. * Track the customers’ package when missing or not arrived on time about their orders. * Perform outbound call to the carrier to follow-up and to track the customer orders when it was lost, missing or not yet arrived. | |
| Mar 2014 - Sep 2014 (6 months ) | **Scheduling Admin- Analyst (Project Based)** **Shell Business Service Center- Manila** | | |
|  | Industry | Oil / Gas / Petroleum / BPO |
|  | Specialization | Logistics/Supply Chain |
|  | Role | Analyst/Consultant |
|  | * Quantity adjustment of material, volume and pricing of customers’ BOL (invoice receipt) using SAP Manual Front End due to disputes. * Assist inquiry of other colleagues in the organization from different country about the customers’ receipt (invoice receipt). * Perform outbound call to the customers’ to verify some information on the receipt. * Clears the error on the system from the different depot of plants that goes on the system. * Sending daily reports to team for daily productivity. | |
| Mar 2012 - Oct 2013 (1 year 7 months ) | **Sales Admin Assistant** **PLDT- SME-Nation** | | |
|  | Industry | Telecommunication |
|  | Specialization | Clerical/Administrative Support |
|  | Role | Management |
|  | * Evaluate/screen the agent sales if the minimum requirement of sales was met to declare as sales for the day. * Responsible for the daily closed deals/sales report of the team to be send to the Supervisors and Sales Head. * Transmitting sales report to MIS Department (Management Info System). * Consolidating Revgen Pipeline and Revcon Pipeline reports of all sales agent. * Order necessary office supplies for the team for our monthly usage. * Perform outbound call to client to verify if the detail on the application form was correct. * Monitoring installation of sales using by using our system such as ICMS, Kenan and CRM (Siebel). | |
| Jul 2008 - Mar 2012 (3 years 8 months ) | **Supplies and Parts Assistant (Sales Assistant)** **Microbase, Inc. (HP Authorized IT Service Center and Reseller)** | | |
|  | Industry | Computer / Information Technology (Hardware) |
|  | Specialization | Clerical/Administrative Support |
|  | Role | Management |
| Jul 2007 - Jan 2008  (6 months ) | * Responsible to assist client inquiries and purchases through call, walk-in customers and answered inquiries via email.- * Manage to create and sends formal quotation for the client. * Process purchase order for the client. * Inquiring and purchasing items to suppliers. * Schedule deliveries of the client orders. * Coordinate scheduled delivery to our messengers. * Responsible for receiving peripherals from suppliers. * Manage and create sales order using the system * Logging all the incoming items/peripherals from different suppliers into the inventory log sheet.     **Receptionist**  **Golden Future Int’l Manpower Agency, Inc**. |  Industry Manpower  Specialization Clerical/Administrative Support  Role Management   * Serve visitors by greeting, welcoming, directing and announcing them appropriately * Answer, screen and forward any incoming phone calls while providing basic information when needed. * Receive and sort daily mail/deliveries/couriers * Update appointment calendars and schedule meetings/appointments * Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc. | |
| **Education** | | |
| 2007 | **Polytechnic University of the Philippines (PUP)** Bachelor's/ College Degree / Tourism/ | Philippines | |
| **Skills** | | |
|  | Microsoft Office (Excel, Word, Power Point), CRM, SAP | |
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**ABOUT ME:**

Status: Single

Age: 29yrs. Old

Birth date: Nov. 5, 1986

Religion: Catholic