**First Name of Application CV No 1626884**

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**A highly competent, motivated and enthusiastic administrative assistant with experience of working as part of a team in a busy office environment. Well organised and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems. Currently looking for a suitable position with a reputable and ambitious company.**

**OBJECTIVE:** A challenging position that would utilize my skills and excellent training and experience as a Front-Liner handling technical customer concerns.

**WORK EXPERIENCE**

***Receptionist/ Administration Assistant / Telephone Switchboard Operator*** *at* February 03, 2012 to present

**KRC INTERNATIONAL**No. 10 Sanaya Mussafah,Abu Dhabi- UAE

* Answer phones and operate a switchboard / walk-in inquiries of suppliers.
* Route calls to specific people.
* Answer inquiries about company.
* Greet visitors warmly and make sure they are comfortable and determine the nature of their visit.
* Call persons waiting for visitor and book them a room to meet in.
* Schedule meetings and conference rooms.
* Ensure reception area is tidy.
* Coordinate mail flow in and out of office.
* Coordinate office activities.
* Handle phone calls from people calling.
* Gather personal and insurance information.
* Hand out employee applications.
* Arrange appointments.
* Send email and faxes.
* Collect and distribute parcels and other mail.
* Perform basic bookkeeping, filing, and clerical duties.
* Take and relay message
* Schedule follow-up appointment
* Work out customer complaints, assisting as needed. Ensure excellent, quality service for total customer satisfaction.
* Release cheque to concern supplier.
* Prepare daily report for released cheque.
* Distribute the payment advice to the concern account department.
* Direct supplier to the correct account department.
* Answer basic customer inquiries and refer more extensive inquiries to the appropriate person.
* Hand out brochures and other information to customers.
* Enter data into computer-operated system.
* Intercepts all incoming calls, screens the calls and determines whether the person being called should be interrupted.
* Communicates with callers in a professional, friendly and efficient manner, striving to minimize the time they are put on hold.
* Takes thorough messages for key management staff, indicating the caller's first and last name, company name if applicable, the time, and the message the caller wishes to leave.
* Communicates messages to all appropriate parties in a timely manner
* Reception duties, handling incoming calls on 11 lines
* General Administrative duties
* Other duties are assigned.

***Human Resources Assistant***

* Welcomes new employees to the organization
* Provides payroll information by collecting time and attendance records.
* Submits employee data reports by assembling, preparing, and analysing data.
* Maintains employee information by entering and updating employment and status-change data.
* Provides secretarial support by entering, formatting, and printing information; organizing work; answering the telephone; relaying messages; maintaining equipment and supplies.
* Maintains employee confidence and protects operations by keeping human resource information confidential.
* Maintains quality service by following organization standards.
* Maintains technical knowledge by attending educational workshops; reviewing publications.
* Contributes to team effort by accomplishing related results as needed.

***Transportation, Maintenance & Security Assistant***

**Cambridge International School for Girls
& The Cambridge School 2008-2010
 Doha- Qatar**

* Plans, directs, develops, coordinates and supervises the student transportation program including bus routes and schedules
* Coordinates with the transportation contractor a safe and efficient system of transportation
* Makes analyses and recommendations regarding the location of bus stops and initiates route changes as required

**Security:**

* Report, maintain, and repair locks and keys
* Maintains computer record of all locks and keys

**Maintenance:**

* Carry out checks on areas of the school premises as required.
* Carry our regular tests, for example, to fire extinguishers, oil gauges etc., and completes records as required.
* Carry out repairs and maintenance work as requested by the Maintenance Manager, ensuring that work is carried out safely.
* Take receipt of deliveries and to store items or goods pertaining to Maintenance.
* Ensure that all effort is made to repair faults to rooms without delay to avoid any inconvenience to students and teachers
* Ensure that daily and weekly cleaning is carried out and keep records as required.
* Requisitions materials as needed, and assists in estimating materials, equipment and work force needed for particular projects
* Maintains accurate records and prepares and submits reports accordingly
* Develops and maintains adequate safety standards for self and staff
* May direct and coordinate the activities of other district personnel assigned to larger maintenance projects
* Keep secure all cleaning materials and equipment issued.
* Report all potential accidents and make sure that any accidents are recorded in the accident book.
* Take care of your own health and safety and that of your colleagues and customers.
* Performs maintenance, security, transportation, and other duties as assigned

***PRO ASSISTANT***

**The Cambridge School 2008-2010**

* Monitoring teachers attendance
* Monitoring CCTV camera.
* Report all potential accidents and make sure that any accidents are recorded in the accident book.

***Bus Assistant***

**Cambridge International School for Girls
& The Cambridge School – 2006 to 2008**

* Lift and carry students with disabilities on and off the bus according to their individual needs.
* Supervise students as they board and leave bus and cross street.
* Take children into building and help them find their way.
* Learn and adapt to each student’s special medical, physical, communicative, and emotional needs.
* Manage student behaviour and report student discipline problems to appropriate administrator.
* Communicate with teachers and parents on a daily basis regarding student behaviour while on bus.

**Routes and Schedules**

* Become familiar with all routes to and from school campus to be of assistance to driver.
* Maintain an updated route schedule.
* Supervise use of seat belts, harnesses , or car seats by students
* Follow emergency procedures and help driver administer first aid, if necessary.
* Operate equipment according to established safety procedures.
* Follow established procedures and techniques to perform job duties including lifting, assisting students, etc.

**Other**

* Become familiar with and follow procedures established by transportation and special education offices.
* Help driver keep bus clean.
* Work irregular hours as needed.
* Other duties as assigned.

***Customer Service and Cashier***

**SM Hypermarket Marilao Branch**

**Customer Service**

* Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.
* Thoroughly and efficiently gather customer information, access and fulfil customer needs, educate the customer where applicable to prevent the need for future contacts and document interactions through contact tracking.
* Provide quality service and support in a variety of areas including, but not limited to: billing, placing print orders, and system troubleshooting.
* Troubleshoot customer issues over the phone.
* Use automated information systems to analyse the customer’s situation.
* Maintain a balance between company policy and customer benefit in decision making.
* Handles issues in the best interest of both customer and company.
* Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer’s experience.
* Responsible for compiling and generating reports as they relate to customer service surveys

**Cashier**

* Managing all the cash transactions in their workplace
* Maintaining daily account of the daily transactions
* Balancing the daily account at the end of each day
* Checking the daily cash balance
* Interacting with the customers that come to the counter
* Solving all their cash related queries
* Checking for the price of products and any discounts or offers
* Receiving coupons and deducting the said amount from the customers
* Organizing all the work they do and maintaining the accounting records
* Reporting discrepancies they find within the accounts to their superiors
* Making daily, weekly and monthly transaction reports

**EDUCATION**

* Associate Hotel & Restaurant Management
Our Lady of Fathima University
Graduated
* BS Computer Engineering
Bulacan State University
* High School
Assumpta Academy
* Elementary
Matungao Elementary School

**TRAINING / WORKSHOPS**

* Leadership Program
Jesus Reign Ministry
Abu Dhabi UAE
* Backup Singer and Band
Jesus Reign Ministry
Abu Dhabi UAE
* International Driving License Seminar
 PISCO Private School
Abu Dhabi UAE
* The Great Commission Global Ministry
Music Training – Doha Qatar

**PERSONAL INFORMATION:**

 Date of Birth : November 4, 1983

 Nationality : Filipino

 Civil Status : Married

 Marital Status : Female

 Religion : Christian

Language Spoken : English, Arabic and Tagalog

 Degree : Associate Hotel and Restaurant Management

Major : Management