**ORLEAN**

**OBJECTIVE:**

To be proficient in work and to utilize my experience and extensive ability through performing the task satisfactory, punctually and eventually take part in the success of the company through contribution of ideas and efforts for its advancement and dedicated in making an immediate and long- term commitment.

**KEY SKILLS and QUALIFICATIONS:**

* Dynamic, high energetic individual that can support several groups within a department
* Possess good communication skills | Ability to handle multiple task efficiently
* Strong organizational skills, detail oriented and able to handle multiple priorities
* Demonstrates both good literacy and numeracy skills
* Excellent Telephone manner built trough experience in administration, reception , and call center environment

**PROFESSIONAL EXPERIENCES:**

**PESTOKILL LLC** (A member of East Coast Group) PO Box 2799, Dubai U.A.E

**Administrative Assistant/Receptionist**

November 2013- November 2015*(Finished Contract)*

**Duties and Responsibilities:**

* Reporting directly to the Managing Director providing high level of administrative and clerical support
* Responsible for providing administrative and clerical support that includes preparation of official letters, emails, reports, formatting documents
* In- charge for filing administrative documents, and keeping confidential documents secured and distributed incoming communication data, including faxes, letters and emails
* Polished in preparation of schedules, meetings and coordination of appointment diaries, and management of filing system and records
* Cooperated in preparation of daily, weekly and monthly reports and presentations
* Developed and constructed marketing tools and other like brochures, data sheets, MSDS, etc.
* Facilitated schedules and bookings for clients
* Presented weekly and monthly circulars for clients.
* Collaborated in negotiation of Tenders, Contracts and Quotations with vendors
* Prospecting new clients and directed to sales
* Assist the Accounts Department in preparing invoices, LPO's and other outgoing documents.

**MICROSOURCING PHILIPPINES (E-Commerce Planet)** MDC 100, Quezon City, Philippines

**Customer Service Representative/Sales Associate**

June 2012- September 2013

**Duties and Responsibilities:**

* Marketed inbound, outbound, sales, email and chat support from new and existing customers of Duty Free Products (branded cosmetics and perfumes) and Canadian Pharmacy
* Upsold individual products and packages depending on the caller’s needs.
* Over achieved daily sales budget retention with quality assurance criteria.
* Communicated with clients to verify orders and details to submit for approval
* Conducted validation of credit card details to process orders
* Check the status of the shipment by checking USPS and other couriers affiliated with the company
* Mentored new agents and reports directly to the team leader and operations manager

**SYKES ASIA (HOTELS.COM/ EXPEDIA)** One San Miguel Avenue, Pasig City Philippines

**Reservation Agent/Sales Associate**

May 2010 –May 2012

**Duties and Responsibilities:**

* Knowledgeable in customer service inclusive of hotel reservations, ground transportation, information on local attractions and activities that provides valuable service to our customers.
* Performs on-line meet and greet customer service, registers and assigns rooms to guests of hotels.
* Answer inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
* On-line registration personal information of the customer.
* Performs booking and confirmation of reservations.
* Suggest extra services such as ground transportation arrangements e.g. car rentals limousine and   
  chauffeur driven services, flights and cruises
* Providing the account with excellent number of sales receiving high incentives and monthly commissions.

**COMPUTER SKILLS:**

* Advanced computer knowledge ( Microsoft Office programs: MS Outlook, Word, Excel and Power Point applications)
* Proficient to work with several operating systems including Windows and MAC
* Knowledge in using Right ERP tally software

**EDUCATIONAL BACKGROUND:**

**Tertiary**: Bachelor of Science in Nursing (Graduate)

Philippine College of Health and Sciences Inc

June 2005 October- 2009

**PERSONAL INFORMATION:**

Nationality : Filipino

Date of Birth : August 21, 1988

Gender : Female

Age : 27

Civil Status : Single

Language known: English, Tagalog

[To contact this candidate click this link submit request with CV No](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

