# **Miraflor Avila Aro**

**CAREER OBJECTIVE**

You will find me to be well-spoken, energetic, confident, and personable, the type of person to whom your customers will rely. I also have a wide breadth of experience of the type that gives you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met.

**PROFILE SUMMARY**

To land in a job related to my field of study, interests, skills and abilities where I can maximize my talent and widen my perspectives.

**WORK EXPERIENCE**

February 2015 – February 2016 **Admin Assistant**

Dubai, UAE

Key Responsibilities:

* Resolves administrative problems by coordinationing preparation of reports, analyzing data, and identifying solutions.
* Creates and revises systems and procedures by analyzing practices, forms control, budgetary and implementing changes.
* Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies,and verifying receipts of supplies.
* Produce and distribute correspondence memos, letters, faxes and forms.

December 2013 – February 2015 **Admin Executive**

LLC

Dubai UAE

Key Responsibilities:

* Book travel arrangements, organize and schedule meetings and appointments; maintain contact list; and assist in the preparation of regularly scheduled reports.
* Submit and reconcile expense reports and develop and maintain a filing system.

January 2011- August 2013 **Customer Account Executive**

CONVERGYS

TGU Bldg. Asiatown IT Park

Lahug Cebu City, Philippines

March 2008 –December 2010 **Customer Service Analyst**

TELETECH Inc

Oaktridge IT Center Banilad

Mandaue City, Philippines

**PERSONAL INFORMATION**

**Religion**: Roman Catholic

**Birth Date:** November 11, 1983

**SPECIAL SKILLS**

* Proficient in Windows

(MS Office & Excel, PowerPoint)

* Good in Oral and

Written Communication Skills

* Can speak Fluent English,

Tagalog and Cebuano

**EDUCATION**

**2008-2012 University of San Jose-Recoletos**

**Corner P. Lopez and Magallanes**

**Sts. Cebu City**

* ***Bachelor of Science in Business Administration major in Human Resource Development Management***

**2001-2007 University of San Jose-Recoletos**

* ***Bachelor of Science in Industrial Engineering***

**1996-2000 Pajo National High School**

**Pajo, Lapu-lapu City**

**1991-1996 Pajo Elementary School**

**Pajo, Lapu-lapu City**

**TRAININGS AND SEMINARS**

* Safety Training Observation Program
* Environmental Management Awareness
* 5S
* Synergy Workshop
* Stress Management
* Customer Service Excellence
* Lock Out/Tag Out
* Work Attitude and Values Enhancement
* Synergy Workshop: Character Building
* Synergy Workshop: Team Building
* Performance Management Process
* IT Security Awareness
* IMS Awareness
* Built in Quality Control
* Values Clarification
* Proactively
* Purpose Driven
* World Class Customer Service Professional Personality Workshop
* Leadership and Management of the Customer Service Function

**KEY STRENGHTS**

* Positive attitude and

Character

* Flexible and adaptable
* Strong communication skills

* I am a self-starter
* Eager to learn new things.

**First Name of Application CV No:** **1704906**

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