**ONIELYN**

**[ONIELYN.310980@2freemail.com](mailto:ONIELYN.310980@2freemail.com)**

**Objective**

Seek to work in an environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization. Obtain a position that will provide me the ability to apply my work experience and utilize my extensive office management, communication, computer knowledge and organizational abilities.

Core Knowledge and Functional Skill Areas

* In depth knowledge of Microsoft Office Applications (Excel, Word, PowerPoint, Outlook, Access)
* Quick learner of new software applications
* Word processing- Ability to type 60 words per minute
* Professional verbal/written communication skills

Personal Attributes

* Accuracy | Excellent organizational skills | Confidentiality | Planning and Time Management
* Customer Service | Initiative| Stress Tolerance
* Willingness to work in a flexible schedule and high workload

Achievements

* Learned to operate new office technologies as they were launched and implemented
* Established good working relationship with customers/clients
* Improved office efficiency by updating database

**WORK EXPERIENCE**

**November 2014 to Present: COPSCO Trading LLC – as Secretary cum Receptionist**

Responsible for providing secretarial and administrative support to all parts of the business. Other task include covering the reception area and answering queries, assist clients and employees.

**Duties:**

* Answering and dealing with incoming and outgoing telephone calls.
* Using a variety of software packages, such as MS Word, Outlook, PowerPoint, Excel etc.., to produce correspondence and documents & maintain presentations, records and databases.
* Arrange meetings for General Manager. Maintain calendars, coordinating extensive appointments, meetings and domestic/international travel.
* Responsible for maintaining a record of all outstanding purchase orders with external vendors. Creating invoices, filing receipts and dealing with all financial documentaion.
* Planning, organizing and scheduling incoming shipments ETA, coordination with import department for the arrival schedule, collection of documents.
* Prepares documents for visa processing, documentation, renewal of licenses, tenders etc.

**February 2013 to June 2014: GLOBE TRADING AGENCY LTD.,-as Customer Service Agent**

Responsible for creating a sales environment than enhances the buying experience.

**Duties:**

* Conducted over 100 calls per day to promote products and services. Assist customer requirements needs, and purchases.
* Handle complaints, provide appropriate solutions and alternatives ensuring that the service delivered is consistently efficient, prompt, professional and exceeds customer expectations.
* Scheduling meetings, taking minutes of meetings, handling incoming and outgoing phone calls.
* Maintaining documents and information.
* Making daily, weekly and monthly reports for Marketing Team's performance and reported directly to the CEO. Taking dictations, preparing correspondences and making travel arrangements when necessary.

**January 2012 to January 2013: KIMLY HOLDINGS PTE.LTD.-as Admin Assistant**

Responsible for providing general administrative support to senior supervisors in all areas of the office.

**Duties:**

* Provide general administrative and clerical support including mailing, scanning, faxing and copying.
* Coordinating repairs to office equipment. Ensure upkeep of all office equipment, printers, phones and fax machine.
* Assigning tasks and creates work schedules to employees.Monitor inventory levels.
* Perform clerical duties, typing correspondence and reports, filing, receiving and delivery of department mail, answering phones, order office supplies.

**April 2009 to December 2011: SPI Global – as Call Center Representative**

Responsible for delivering total satisfaction to customers which will leave them feeling fully satisfied.

**Duties:**

* Effectively manage large amounts of incoming calls. Generate leads.
* Identify and assess customer’s needs to achieve satisfaction.
* Build sustainable relationships of trust through open and interactive communication.
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/team sales targets and call handling quotas.
* Keep records of customer interactions, process customer accounts and file documents.
* Follow communication procedures, guidelines and policies.
* Take the extra mile to engage customers.

**April 2008 to August 2009: Teletech Inc.-as Inbound Customer Service Representative**

Tasked with answering projecting a professional company image through phone interaction with new and existing clients. Main duties include answering customer enquiries, resolving their problems, up selling and making appointment for service technician to attend premises and make repairs.

**Duties:**

* Providing advice, information and assistance to callers.
* Dealing with a customer queries, request, orders or complaints.
* Essentially receiving up to 150 incoming calls from customers daily.
* Check to ensure that appropriate changes were made to resolve customer’s problems.
* Keeps records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as take action.
* Resolve customer’s service or billing complaints by performing activities such as exchanging subscription, refunding money or adjusting bills.
* Determine charges for services requested, collect deposits or payments, or arrange for billing.
* Solicit sales of new or additional services or products.

**ACADEMIC & CREDENTIALS**

* Bachelor of Science in Business Administration major in Management

AMA Computer College, Philippines – Y2003-2006

* Bachelor of Arts in English

Silliman University, Philippines – Y2002-2003

* High School Diploma

St. Louis School Don Bosco – Y1998-Y2002

* Received Certificate of Recognition in Business Research – Y2006

**TRAININGS & SEMINARS**

May 2013 Sales Executive Training

Raymond Made to Measure, Dubai Mall- Dubai UAE

* Learn how to represent and demonstrate products and services to customers

March 2005 Seminar for Programming & Networking for Business Trends

AMA Computer College, Philippines

April 2005 Practicum (120 Hours)

On-the-Job Training at C&L Lending, Philippines

* Handling customer files and transactions

**PERSONAL INFORMATION:**

Date of Birth: 07th December, 1984

Nationality: Filipino

Visa Status: **Employment Visa**

Marital Status: Single

References - Available upon request