**AILEEN**

**AILEEN.331050@2freemail.com**

**OBJECTIVE**

I want to succeed in an environment of growth and excellence to meet personal and organizational goals.

**WORK EXPERIENCE**

Mandaluyong, Philippines

Secretary

May 4, 2015 – November 30, 2016

**Job Description:**

* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Arrange conferences, meetings, and travel reservations for office personnel.
* Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
* Locate and attach appropriate files to incoming correspondence requiring replies.
* Maintain scheduling and event calendars.
* Schedule and confirm appointments for clients, customers, or supervisors.
* Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
* Establish work procedures and schedules, and keep track of the daily work of clerical staff.
* Order and dispense supplies.
* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

**People Like Us Cooperative**

Mandaluyong, Philippines

Secretary – URC Autobake

January 14, 2014 – April 24, 2015

**Job Description:**

* Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
* Maintain scheduling and event calendars.
* Locate and attach appropriate files to incoming correspondence requiring replies.
* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Arrange conferences, meetings, and travel reservations for office personnel.
* Compose, type, and distribute meeting notes, routine correspondence, and reports.
* Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
* Collect and disburse funds from cash accounts, and keep records of collections and disbursements.

**Sumulong College of Arts and Sciences (SCAS)**

Antipolo, Philippines

Marketing Officer

February 2007 – July 2008

**Job Description:**

* Preparing, planning and project managing the publication of all publicity material to maximize brand promotion.
* Creating marketing campaigns and working with the company’s external PR agency to see them executed.
* Creating and developing new innovative ways to communicate the company message to their existing customers.
* Contributing to the annual sales marketing plan.
* Planning and projects managing marketing events and evaluating their success.
* Evaluating the effectiveness of all marketing activity.
* Developing and implementing an internal marketing programme.
* Supporting the marketing manager in day to day marketing activities.
* Plan, develop and deliver campaigns as agreed within timescales.

**Info Test (Call Center)**

Makati City, Philippines

Customer Service Representative (CSR)

February 2006 – November 2006

**Job Description:**

* Receive inbound calls including transferred sales leads and calls from current and potential customers.
* Place outbound follow-up calls to sales leads and persuade potential customers to complete and submit an application.
* Answer questions about the product details, the company, and issues with account for the customers.
* Assist customers with any technical issues experiences with website and escalate any issues to management appropriately.
* Perform basic account maintenance activities.
* Meet Quality Assurance Requirements and other key performance metrics.

**Up Stage Bar**

Tokyo, Japan

Hostess

September 2002 – January 2006

**Job Description:**

* Supervises and coordinates activities of dining room personnel to provide fast and courteous service to patrons: Schedules dining reservations and arranges parties or special services for diners.
* Greets guests, escorts them to tables, and provides menus.
* Adjusts complaints of patrons assigns work tasks and coordinates activities of dining room personnel to ensure prompt and courteous service to patrons.
* Inspects dining room serving stations for neatness and cleanliness, and requisitions table linens and other dining room supplies for tables and serving stations.
* May interview, hire, and discharge dining room personnel.
* May train dining room employees.
* May schedule work hours and keep time records of dining room workers.
* May assist in planning menus.
* May prepare beverages and expedite food orders.
* May total receipts, at end of shift, to verify sales and clear cash register.
* May collect payment from customers.

**EDUCATIONAL BACKGROUND**

**Tertiary : Systems Techn0ology Institute (STI-Antipolo)**

 Office Management (Computer Secretarial)

 1997 – 1999

**Secondary : Sumulong Memorial High School**

 1993 – 1997

**Primary : Juan Sumulong Elementary School**

 1987 – 1993