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| **NELIA**  [**NELIA.332219@2freemail.com**](mailto:NELIA.332219@2freemail.com) |  |

**Profile Synopsis **

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Obtain a position as a team player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

**Core Competence **

* Handled various types of clerical responsibilities and tasks with efficiency.
* Able to perform clerical work with speed and accuracy.
* Excellent customer service.
* Familiar with dynamics of pharmacy and have the ability to stay calm and positive in a busy workplace environment.
* Computer literate and can easily adjust to modern technologies.
* Proficient in managing new roles and responsibilities with superior ability to work with people with diverse cultural and social background.
* Ability to work in different shifts including night, weekend and holiday shifts.
* Good communication skills and telephone etiquette.
* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **Professional Experiences** |

**CUSTOMER SERVICE / CLERK**

**PHARMACY DEPARTMENT**

**PHILIPPINES CHILDREN’S MEDICAL CENTER**

**QUEZON AVENUE, QUEZON CITY, PHILIPPINES**

**MAY 2010-JUNE 2016**

**Duties and Responsibilities**

* Works directly with customers in person and on the phone.
* Treats each customer in a courteous manner, greeting them and answering their questions in a pleasant and efficient way.
* Receives in-coming phone calls and directs them to the appropriate individual.
* Establishes and maintains office and general files for the department for future references.
* Provides receptionist duties for visitors; may provide information or obtain requested information or refer to another department member as appropriate. Distributes mail as appropriate.
* Responsible for resolution of customer issues and complains and directs it to the immediate manager when problems are serious in nature.
* Provide product or service information to assist customers in making a decision about a product to buy.
* Responsible for keeping over-the-counter stock in supply.
* Maintained the store’s inventory of medical supplies.
* Managed telephone inquiries and ensures proper processing of pharmacists.
* Entered patient information in the computer and updates the data for future references of pharmacists.
* Entered goods received and sold in the computer system.
* Helped customers choose effective over-the-counter medicines.
* Notifies the pharmacists of any inventory that is low or near expiry.

**PRODUCTION STAFF**

**CHUNGHWA PICTURE TUBES LTD.**

**TAIWAN, R.O.C.**

**MAY 2006- MAY 2009**

**Duties and Responsibilities**

* Manage automated methods and temperatures for manufacturing products.
* Assess the quality of ready-made commodity and record accurate outcomes at specific times of production operations.
* Maintains safe and healthy work environment by following standards and procedures.
* Execute and manage machine; carry out inspections.
* Documents inspection results by completing reports and logs.
* Updates job knowledge by participating in educational opportunities; reading technical publications.

**ACCOUNTING CLERK**

**BACOLOD TRIUMPH HARDWARE**

**BACOLOD CITY, PHILIPPINES**

**JANUARY 2005- JULY 2005**

**Duties and Responsibilities**

* Maintains accounting records by making copies; filing documents.
* Reconciles bank statements by comparing statements with general ledger.
* Maintains accounting databases by entering data into the computer; processing backups.
* Protects organization's value by keeping information confidential.
* Accomplishes accounting and organization mission by completing related results as needed.

**OPERATION STAFF (Cashier/New Loan Teller/Appraiser Trainee)**

**RD PAWNSHOP INC.**

**RIZAL ST. SILAY CITY, PHILIPPINES**

**JANUARY 2001- NOVEMBER 2004**

**Duties and Responsibilities**

* Disburses cash to designated payee or its authorized representative.
* Receives cash payments for loans paid, counter sales and collection of accounts receivables.
* Appraises articles (ex. Jewelries, appliances and watches) subject for pledge.
* Filling out necessary paper works for pawn items.
* Responsible for preparing daily cash reports from the cash register.

**Educational Qualification**

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**Bachelor of Science in Computer Science**

**Colegio San Agustin, Bacolod City, Philippines**

**June 1996- March 2000**

**St. Joseph’s High School**

**Villamonte, Bacolod City, Philippines**

**June 1992-March 1996**

**H.P.Co. Elementary School**

**Barangay Hawaiian Silay City, Philippines**

**June 1986-March 1992**

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PERSONAL INFORMATION

Date of Birth : 27 February 1980

Gender : Female

Civil Status : Married

Nationality : Filipino

Religion : Christian

Visa Status : Visit Visa