Email Address:

RENALYN

[Renalyn.338250@2freemail.com](mailto:Renalyn.338250@2freemail.com)

**Objectives**

Hard working bachelor degree graduate with proven dedication and organizational skills seeking to apply my abilities to the position of administrative assistant.

**WORK ExperienceS:**

**BARANGAY GOVERNMENT UNIT**

**BARANGAY PADOLINA**

*Padolina, General Tinio, Nueva Ecija*

***Treasurer*** March, 2015 to August, 2016

* Keep custody of barangay funds and properties.
* Collect and issue official receipts of taxes, fees, contributions, monies, materials, and all other resources accruing to the barangay treasury and deposit the same in the account of the barangay;
* Disburse funds;
* Submit to the Punong Barangay a statement covering the actual and estimates of income and expenditures for the preceding and ensuing calendar years, respectively;
* Render written accounting report of all barangay funds and property under;
* Certify as to the availability of funds whenever necessary;
* Plan and attend to the rural postal circuit; and
* Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

**BARANGAY GOVERNMENT UNIT**

**BARANGAY PADOLINA**

*Padolina, General Tinio, Nueva Ecija*

***Secretary*** December, 2013 to March, 2015

* Keep custody of all records of the sangguniang barangay and the barangay assembly meetings;
* Prepare and keep the minutes of all meetings of the sangguniang barangay and the barangay assembly;
* Assist in the preparation of all necessary forms for the conduct of barangay elections, initiative, referenda or plebiscites;
* Assist the municipal civil registrar in the registration of birth, deaths, and marriages;
* Keep an updated record of all inhabitants of the barangay;
* Submit a report on the actual number of barangay residents; and
* Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

**CONVERGYS**

Ayala Avenue, Makati City

***Technical Support Representative*** April, 2008 – March, 2009

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms;
* Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more;
* Research required information using available resources;
* Follow standard processes and procedures;
* Identify and escalate priority issues per Client specifications;
* Redirect problems to appropriate resource;
* Accurately process and record call transactions using a computer and designated tracking software;
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business;
* Organize ideas and communicate oral messages appropriate to listeners and situations;
* Follow up and make scheduled call backs to customers where necessary;
* Stay current with system information, changes and updates

**TELETECH CUSTOMER CARE MANAGEMENT PHILS., INC. ROXAS**

*Bldg. F, SM Corporate Offices 1000 Bay Blvd. SM Central Business Park, Bay City, Pasay City*

***Technical Support Representative*** September, 2006 – March, 2008

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms;
* Diagnose and resolve technical hardware and software issues involving internet connectivity;
* Research required information using available resources;
* Follow standard processes and procedures;
* Identify and escalate priority issues per Client specifications;
* Accurately process and record call transactions using a computer and designated tracking software;
* Stay current with system information, changes and updates

**SKILLS**

* Exceptional skills using MS Office (i.e. MS Word, MS Excel, MS Publishing, MS Power Point, etc.)
* Administration
* Office Management
* Records Management
* Researching and Writing Educational Researches and Creative Writing.
* Can work under pressure
* Proficient in English language
* Efficient management and organizational skills
* Honest and Trustworthy

**Education**

**LA SALLE COLLEGE, ANTIPOLO**

2002-2006 BACHELOR OF SCIENCE IN SECONDARY EDUCATION

* Major in English

**CENTRALLUZONSTATE UNIVERSITY**

1999-2001Bachelor of Arts in Social Sciences

* Major in Psychology
* Managing Editor, CLSU Collegian

**PERSONAL INFORMATION**

Date of Birth : January 01, 1983

Gender : Female

Civil Status : Single

Nationality : Filipino

Visa Status : Visit Visa