

 Kathy

Kathy@346337@2freemail.com

* Obtain an ***Executive or Personal Assistant/Administrative jobs/ Customer Service or Technical Support*** position in this company where I can maximize my people oriented experience, communication skills and my problem analysis and problem solving abilities.

# Career Highlights

I am a Filipino with a visit visa status (**expiry: April 2017),** looking for a career growth in your company where in I can utilize my skills and knowledge. I have more than Ten(10)Years of Professional Experience in the field of General Office Works, Sales, Fulfillment, Distribution, **Customer Service**, Administrative and Document Controlling Enthusiastic, Hardworking and willing To learn| Knowledge in Bookkeeping and Peachtree Accounting| Proficient in Window-based operation and Microsoft Office Programs |Well experienced in organized recording, safekeeping of documents and confidential records, and preparing of presentations and management reports |Communication skills: Excellent written, spoken, negotiation and listening kills. Working with less supervision |Skilled in developing long-term business relationship with Clients| Enthusiastic, team-player with strong problem solving and organizational skills. Strong points include sense of commitment, determination, flexibility, leadership and interpersonal skills. Adaptable and versatile to the changes in office environment| Internet Operations

# Experience

## Executive Assistant/Personal Assistant | D’LUXE BAGS INC. (Luenthai Group of Companies International | May 2011-July 2016

\*Act as the point of contact between the executives and internal/external clients.

\*Provide general day to day secretarial support which includes typing, faxing, filing, scanning, answering internal and external phone calls, taking minutes in meetings and arrange for outgoing mailing requirements as needed by the staff;

\*Arrange to book any external meetings, conferences, travel arrangements as well as hotel and restaurant bookings;

\*Organize periodic company specific off sites;

\*Ensure to handle any client, transaction, Company and employee information with the up-most sensitivity andcoordinatefornecessarystorageorsendingofthisinformationinasecure timely manner; \*Ensuretheofficeisconformwithorganizationalproceduresandsafetystandards;

\*Record and report hazards, accidents, injuries and health issues within the workplace;

\*CollectingreportsfromalldepartmentsandpresentingthemtotheGeneralmanager, Filing documents and clients Information.

## Executive Secretary/Sales Representative | TIMES TRADING LLC SHARJAH UAE

##  August 2010-February 2011

\*Doing reports using the PEACHTREE ACCOUNTING PRO SYSTEM

\*Forecast sales, develop “out-of-the-box” sales strategies/models and evaluate their effectiveness \*Evaluate customers’ needs and build productive long lasting relationships

\*Meet personal and team sales targets

\*Research accounts and generate or follow through sales leads

 \*Attends meeting, sales events and trainings to keep abreast of the latest developments.

\*Report and provide feedback to management using financial statistical data.

Customer Service/Technical Support**|CONVERGYS PHILIPPINES METRO MANILA PHILIPPINES |July2006-June2010**

\*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 solutionswhereappropriatewiththeobjectiveofretainingcustomers’andclients’business;

\*Organize ideas and communicate or 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.

## **EDUCATIONAL BACKGROUND:**

## Name of School: Tarlac State University

## Course finished: Bachelor of Science in Computer Science

## Location: Tarlac, Philippines

## Date of Graduation: 2002

Personal Data:

Day of Birth: July 25, 1980

Visa Status: **Tourist Visa until April 2017**