

jean

jean.358267@2freemail.com

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| Objective | Hardworking business administration graduate with proven leadership and organizational skills seeking to apply my abilities in any position that may match my skill set particular in customer service and/or administrative work. |
| Skills & Abilities | * Communication (Verbal, Listening, Written)
* Interpersonal Skills
* Computer Literacy (Word, Excel, PowerPoint)
* Adaptability
* Sociability and quick appreciation by the circle of acquaintances
* Ability to handle multiple tasks and open for professional improvement.
* Leadership
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| ExperienceS | **RECEPTIONIST cum SECRETARY****UNIQUE LINE BUSINESS CENTER**DXB Tower, Sheikh Zayed Rd, DubaiMay 7, 2016 – January 31, 2017* Coordinate and oversee all office activities and operations to secure efficiency and compliance to company policies
* Manage phone calls and correspondence (e-mail)
* Monitor stocks of office supplies and place orders when necessary
* Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
* Route qualified opportunities to the appropriate sales executives for further development and closure

CUSTOMER SERVICE REPRESENTATIVEsutherland global servicesClark field Freeport Zone, Pampanga, PhilippinesMarch 2015 – March 2016* Answering phone calls and talking to customers regarding their purchases and deliveries.
* Making product suggestions based on a customer's needs.
* Responsible for taking orders from customers and obtaining their personal information, such as name, address, phone number, and payment method.
* Giving accurate and detailed information to customers.
* Responsible in providing an effective resolution for instances when a customer gets really upset of the purchase product and sometimes of the service.
* Updating and making changes to customer accounts.
* Saving document all customer interactions and enter the information into the computer.
* Ensure that all records are accurate and up-to-date.
* Check the personal follow-up from time to time that was promised to the customers to be granted on a specific date.
* Assisting co-workers that are in need of help in times of trouble.

ADMINISTRATIVE ASSISTANT**ON THE JOB TRAINING: BUREAU OF INTERNAL REVENUE**Pampanga CapitolNovember 2014 – March 2015* Produce and distribute correspondence memos, letters, faxes and forms.
* Develop and maintain a filing system.
* Produce and distribute memos, letters, and forms.
* Answer and direct phone calls, giving relevant information to callers and routing calls to appropriate individual.
* Issuing receipts
* Filing and photocopying
* Acting as a secretary or personal assistant (PA) to the Officer In Charge (OIC) of the Collection Section Department.

ADMINISTRATIVE ASSISTANTcommission on election Municipal Hall of San FernandoCity of San Fernando, PampangaMay 2013- September 2014* Record-keeping: Maintaining filing systems.
* Assisting voters upon registration.
* Thorough understanding of making copies of printed documents, and filing correspondences, reports and records.
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| Education | don honorio ventura technological state universityBachelor of Science in Business Administration Major in MarketingBacolor, PampangaGraduate/Bachelor’s DegreeS.Y. 2011-2015 |
| Communication | A highly motivated person in doing tasks and duties; taking the responsibility of helping if necessarily needed; and motivating co-workers at all times. Having a ‘hands on’ approach in all areas of the responsibility; quick learner who can effortlessly fit into an existing established environment, and also encourage junior staff to achieve their best when performing duties. |
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*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*