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[jean.358267@2freemail.com](mailto: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 |
| ExperienceS | **RECEPTIONIST cum SECRETARY**  **UNIQUE LINE BUSINESS CENTER**  DXB Tower, Sheikh Zayed Rd, Dubai  May 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 services Clark field Freeport Zone, Pampanga, Philippines  March 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 Capitol  November 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 Fernando  City of San Fernando, Pampanga  May 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. |
| Education | don honorio ventura technological state university Bachelor of Science in Business Administration Major in Marketing  Bacolor, Pampanga  Graduate/Bachelor’s Degree  S.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.*