**JOHN**

[**John.363042@2freemail.com**](mailto:John.363042@2freemail.com)

***Visa Status****:* Tourist Visa valid from March 29-June 29, 2017

***Application for:*** Administrative Staff/Officer/Assistant/Receptionist/Secretary/Sales

**Job Objective:**

I aim for any position in the company applicable for my skills and abilities. I am well experienced with administrative works as I’ve been a **Building and Administration Officer** in a City Mall for **(3) three years**. My main task is to ensure safety operations, implement rules and regulations, customer relation services, sales/marketing strategies, computer related works, graphic designing, process monthly billings, monitor cleanliness and general orderliness. I work with solving problems and handle multiple tasks and can deliver it efficiently. I’m competent and hard working person. With my experience, I’ve gained a lot of skills that I believe is useful for my career growth. I aim to learn new skills and knowledge and I believe that I can gain it from your company.

**Work Experience:**

Dec 2013- Feb 2014 **Secretary/ Logistic Tasks** (*On-the-Job training*)

***Dream Search International Inc.***

Ninoy & Cory Avenue, Naga City, Camarines Sur

4400, Philippines

March 31, 2014 – March 20, 2017 **Building & Administration Officer**

***Nagaland Development Corporation* (NDC)**

***(Nagaland E-MALL)***

P. Diaz Corner, Elias Angeles Street, San Francisco,

Naga City, Camarines Sur 4400, Philippines

**Job Description**:

- In-charge of customer relation services, answering/directing phone calls, handle customer

inquires, established work procedure and schedules, keeping tracks of clerical works

- In-charge of approving all tenant transactions (Entry/Pull-out & other related transactions)

- Processing all tenants id's and conducting orientation every Sunday regarding mall house rules

and regulations

-Processing of telecommunication, pest control services, contractors, mall cleaning supplies

and other monthly billings

- In-charge of settling and entertaining customer complains

-Directing & assisting our Department Store section regarding their sales/marketing strategy

- Operator of mall cctv cameras and providing copies to the ones who needed

- In-charge of making event tarps/presentations and other precautionary signage’s needed in the

mall through Adobe Photoshop (Graphic Designer)

- In-charge of making outgoing memorandums regarding concerns/announcement to different

tenants and other offices

- In-charge of making all kinds of forms needed to the mall daily transactions through computer

applications

- Filing of all tenants id, incoming/outgoing memorandums, statement of accounts, agencies and

other administration documents

- Strictly implementing house rules and regulation by imposing sanctions to tenants who

committed violations

- Daily conduct roving in the entire mall from 4th - Basement;

checking general cleanliness and orderliness of the entire mall

- Monitoring of janitorial and security agency daily attendance and coordinating with their

respective OIC for any concerns

- Orienting of janitorial and security agency personnel regarding their duties and responsibilities

in the mall

- Processing of janitorial and security agency monthly statement of account/billing.

- Assigned, registered and fully trained Fire Fighter with Certificate as proof

- Assigned, registered and fully trained First Aider in the mall and with Certificate as proof

- Registered and fully trained Safety Officer with Certificate as proof

- Performed any other duties deemed required when the need arises

**Certificates and Trainings Attended:**

Tesda Bookkeeping NCIII (*DFA Red Ribbon & UAE Authenticated*)

Tesda Contact Center NCII (*DFA Red Ribbon & UAE Authenticated*)

Tesda Event Management NCIII (*DFA Red Ribbon & UAE Authenticated*)

Seminar on Consumer Act, Price Act and AEC 2015

Fire Safety & First Aid Orientation Seminar (*Certified Fire Fighter*)

First Aid & Basic Life Support Training (*Certified First Aider*)

Basic Occupational Safety and Health Training (OSHA) (*Certified Safety Officer*)

**Key Strengths:**

* Computer literate, Strong typing skill at 45+ words per minute
* Good/Proficient communication and writing skills (English language)
* Can manage to work under pressure without much supervision/Good in decision making
* Works task effectively and efficiently, flexibility and adaptability
* Honesty and Integrity
* Attention to details/ Team Work Skills
* People oriented: Customer service skills
* Personal Management
* Proficient in the use of computer applications such as Adobe Photoshop, MS Word, Excel, Publisher, and PowerPoint

**Educational Background:**

*Tertiary level* **Ateneo de Naga University (ADNU)**

**BS IT -** *2008-2010*

**BS Education -** *2010-2012*

**AMA Computer Learning Center (ACLC)**

**Business and Office Administration Services** *2012-2014*

**(*DFA Red Ribbon & UAE Authenticated)***

*Secondary Level* **Camarines Sur State Agricultural College (CSSAC)**

*2004-2008*

*Primary Level* **Calabanga Central Division Pilot School (CCDPS)**

1997-2004

Cover Letter:

Hi,

Good day!

My previous work background centers mainly with the administrative tasks. I manage all the transaction inside the mall building ensuring safety operations, implement rules and regulations, customer relation services, sales/marketing strategy, computer related works, graphic designing, process monthly billings, monitor cleanliness and general orderliness as well as entertaining customer inquiries & complain. I keep record and file all administration related documents and undergo trainings and was issued certification as a First Aider, Fire Fighting & Safety Officer (OSHA). I have learned many skills and I gained my co-worker and Manager’s trust with the quality of work that I provide, and that is what I think the most important. Regardless of how little supervision and time pressure, I can manage the work given to me. I’m looking forward to working with your company. Thank you for considering me, and I hope to hear from you soon.