

 Pamela

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 Customer Service Representative / Administrative Support /Receptionist

**KNOWLEDGE OF CAREER OBJECTIVE**

Diary Management Highly motivated. Dedicated and service-oriented professional bringing formal education, valuable

 Experience, skills and attributes for a rewarding role in Customer service and Administration.

Administrative procedure Possesses exceptional skills in performing multiple tasks simultaneously, meeting tight deadlines,

 Maintaining strict confidentiality of company records, coordinating with third parties and surpassing

Processing Information performance parameters. Tact in dealing with diverse working environment, can establish instant

 rapport and demonstrate tireless work ethics. Seek a solid career foundation within a forward-thinking

Multitasking organization which offers challenging and broad training to use and develop skills.

Mail & File management **ACADEMIC QUALIFICATION**

Document presentation Jacobo Z. Gonzales Memorial School of Arts & Trades 2003 – 2006

 Food Technology (3 years course) Pass

Phone handling

 Secondary School in Applied Academics 1999 – 2003

Telemarketing Pass

Office safety procedures **EXPERIENCE HIGHLIGHTS**

 **Customer Service Representative**

 -Attracts potential customers by answering product and service questions; suggesting information about other products and

 services.

 -Open customers account by recording account information.

 -Maintain customer records by updating account information.

 -Resolve product or service problems by clarifying the customer’s complaint; determining the cause of the problem; selecting and **PERSONAL SKILLS** explaining the best solution to solve the problem; expediting correction or adjustments; following up to ensure resolution.

 -Maintains financial accounts by processing customer adjustments.

Communicating -Recommends potential products or services to management by collecting customer information and analyzing customer needs.

 -Prepare product or service reports by collecting and analyzing customer’s information.

Organizing - Contribute to team effort by accomplishing related results as needed.

Prioritizing **Administrative Support**

 -Provide general administrative and clerical support including mailing, scanning, faxing, copying to management.

High energy levels - Maintain electronic and hard copy filing system.

 -Open, Sort and distribute incoming correspondence.

Decision making -Perform data entry and scan documents.

 -Manage calendar for Managing Director.

Problem solving -assist in resolving any administrative problems.

 -Run company errands to post office, Banks and office supply store.

Discretion -Answer calls from customer regarding their inquiries.

 -Prepare and modify documents including correspondence, reports, drafts, memos and emails.

 -Schedule and coordinate meetings, appointments and travel arrangements for managers.

 -Maintain office supplies for department.

 **Receptionist**

 -Answering the phone and scheduling appointments for all hairstylist and Nail technician who works in the salon.

**PERSONAL DETAILS**  -Welcome guest upon entering the salon.

 -Answer questions about salon services and products.

Pamela Hilario Magnawa -Handling money and being able to operate a cash register.

 -Calling to confirm appointment.

Bankstreet , Burdubai UAE -Doing sales report at the end of the day.

 -Check and order supplies from the suppliers.

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 -Manage the CSIR’s import and export processes in a cost-effective way with specific

 emphasis on imports – including all related tasks

 - Assist Import/Export Manager with financial duties regarding import and export

 processes in an effective and responsible way as well as the daily running processes

 of the unit.

 -Manage import and export responsibilities according to set deadlines

 -Ensure the unit’s compliance with CSIR policies and procedures

 -Maintain a high degree of professional and ethical relationships with internal clients

 and CSIR suppliers as well as external entities.

 -Accurate and timeous reporting of relevant management information to Import/Export

 Manager

 -Manage, control, check or assist with issuing of all import/export documents

 -Effective negotiation of duties and terms for imports and exports

 -Provide professional, efficient and timeous advice and/or communications to the

 organisation with regard to tariffs, incoterms, duties, restrictions and permits

 -Obtain freight quotations and/or permits where necessary

 **KEY COMPETENCIES**

 -Advanced level of experience with MS Office (Word, Excel, Outlook, Powerpoint).

 -Reliable and punctual, will always turns up to work on time.

 -Able to work under pressure and meet deadlines.

 -High level of focus and attention to detail and accuracy in a repetitive environment.

 **EMPLOYMENT HISTORY**

 **CUSTOMER SERVICE REPRESENTATIVE,**  Kuehne nagel ,Paranaque City, PHIL

 (July 2006- September 2008)

 **CUSTOMER SERVICE REPRESENTATIVE**, Philippine Long distance telephone company, Manila,PHIL

 (October 2008-October 2009)

 **ADMINISTRATIVE SUPPORT**, Contact Hub Incorporated, Makati City, PHIL

 (December 2009- February 2010)

 **ADMINISTRATIVE** **SUPPORT** **cum** **EXPORT** **OFFICER** , Displaymix Int’l, Muntinlupa City, PHIL

 (February 2010 – September 2012)

 **CUSTOMER SERVICE REPRESENTATIVE**, Aegis People Support, Makati City, PHIL

 (January 2013 – January 2014)

 **RECEPTIONIST**, Vanity Lounge Beauty Salon LLC, Dubai, UAE

 (February 2014 – March 2016)

 **ASSISTANT** **MANAGER**, Vanity Box Beauty salon, Dubai, UAE

 (June 2016- Present)

 **HOBBIES & INTEREST**

Pam is a self confessed techie, she is up to date with the latest technology releases and uses her spare time browsing the net to

 review the latest gadget and fashion style in the market. She also love to meet people and make new friends. She is a member of

a number of friendship societies and also a volunteer for a environmental charity way back home.

  **REFERNCES** – AVAILABLE UPON REQUEST