**Maria**

### Efficient administrative professional with more than 10 years of experience in BPO industry. Diversified skill set covering client service, project assistance, business communication, data processing and database programs. Looking to leverage proven organizational, technical,and communication skills.



# Personal info

**Email:** maria.381284@2freemail.com

**Date of Birth**: 05-09-1979

**Nationality**: Filipino

**Visa Status**: Visit

## SKILLS

## Document Processing

Customer Service

Data Entry

Travel administration

B2B Sales

SAP

Invoice Reviewing

Filing/Paper Management

Business Correspondence

Database Management

Excel Spreadsheets

Word Processing

Good Communication Skills

Technical Skills

Proofreading

Clerical Skills

### Experience

**IP Project Coordinator**

Baker Mckenzie Global Services Manila

*01/2016–01/2018*

• Communicates effectively with different agents and clients for client acquisition projects. • Coordination with the billing team to ensure that accurate financial reporting is being received.• Preparing and managing client status reports in Excel/other systems as required. • Ability to manage large amounts of complex, imperfect data sets. • Assists in reviewing cost estimates of every project. • Preparing legal forms and documents. • Liaising with agents of all jurisdictions • Updating of records and monitoring deadlines.

**IP Data Analyst**

Baker Mckenzie Global Services Manila

*11/2011 –12/2015*

• Create and/or update records in the various IP management systems. • Process standard letters and other forms and documents for the filing and prosecution of trademark applications. • Deal with correspondence by email. •Assigned as Subject Matter Expertise.

**Subject Matter Expertise**

Baker Mckenzie Global Services Manila

*02/2015 –12/2015*

• Review and allocate work to team members as part of managing the team's central mailbox • Coordinate with different teams across GIPSC for proper designation of task and emails • Liaise with Technology Team on technical issues arise • Coordinate with agents, managing offices, and clients relating to operational concerns of the team.

**Document Analyst (Typesetter)**

SPi Global Solutions, SPS Publishing Services

*05/2006–11/2011*

•Creates, lay-outs journal files using the 3B2 application • Carries out author’s correction • Edits XML input necessary for HTML conversion.

**Document Analyst (Pre-editor)**

SPi Global Solutions, SPS Publishing Services

*03/2003 – 05/2006*

• Responsible for pre-editing article files for XML output • Proofreads keyed source documents ensuring the accuracy of data • Analyzes source documents according to predefined guidelines.

**Other Work Experience**

**Travel Coordinator**(Saphara Travel and Tours)

*01/2017 –12/2017*

•Arrange flights, accommodation and tours • Regularly corresponds with clients and provide complete travel related services •Collects and process payments • Coordinates with tour operators and travel agents • Conducts research based on client’s needs.

**InsuranceAgent**(PruLife UK)

*10/2017 – 03/2018*

•Sells life and investment type of insurance • Generates proposals and present it to prospective clients • Monitors and follow-ups policyholders• Conduct one-on-one sales presentation.

### Education

#### B.S. in Computer Engineering

##### University of San Agustin, Philippines

### 06/1996–03/2001

### **Achievements/Awards:**Academic Distinction Awardee

**Bookkeeping with Entrepreneurship**

Entrepreneurs Accounting Academy, Philippines

### 08/2016–06/2017

### certificates

Apprenticeship for Accounts Payable and Matter Management Completed – Aug 2017

Kepner-Tregoe Project Management Training Completed

Lean Six Sigma Yellow Belt Certified – Feb 2017