PHILLIPAH TSURO – CV No. 1996812

**Professional Summary**

Highly organized and detail-oriented Secretary/Receptionist with more than 19 years of experience, who continually maintains a positive attitude while interacting with demanding clients. Ability to handle several situations at once with confidence.Knowledge of MS office and the operation of standard office equipment.

**Personal Information**

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| * Profile: Female, 39, Single | * Nationality: Zimbabwean |
| * Current Location: Zimbabwe | * Date of Birth: 1 January 1977 |
| * Current Position: Secretary/Receptionist | * Company: Appointed Time Ministries International |
| * Preferred Location: Dubai | * Salary Expectation: Not Specified/Negotiable |

**Languages**

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| * English: Fluent | * Shona: Native |

**Skills**

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| * 75 WPM typing speed | * Security processes |
| * Professional phone etiquette | * Handling Reception |
| * Strong interpersonal skills | * Microsoft office suite |
| * Customer service management | * Executive & Administrative Support |
| * Excellent communication skills | * Complaint Handling/Dispute Resolution |
| * Database and record management | * Reports and spreadsheets |

**Work Experience**

**09/2010 to 12/2016 Secretary/Receptionist**

* **Achievement**: Established the office of the ministry.
* Answered, screened and directed inbound phone calls.
* Received and assisted clients and escorted them to correct destinations; offices, or meeting rooms.
* Perform general secretarial duties, including – meeting scheduling, appointment set up, faxing and mailing.
* Taking verbal and written messages and transmitting them to exact person/destination.
* Receiving and sorting email and electronic deliveries.
* Maintaining meeting diary – manually or electronically, as required.
* Accepting letters and packages delivered to the front desk and distributed to appropriate staff.
* Handling general requests for information and data.
* Interacting well with the public.
* Handling delicate situations, such as – customer requests, special needs and complaints.
* Perform basic customer service functions.
* Coordination and maintenance of the front desk reception area equipment, furniture, lighting, applications and brochures.
* Maintaining a neat, tidy and pleasant appearance of the reception area.
* Plan and coordinate logistics and materials for board meetings, committee meetings, staff events, conferences, and services.
* Create detailed expense reports and requests for capital expenditures.
* Ordering and distribution of office supplies while adhering to a fixed office budget.

**07/2006 to 08/2007 Secretary**

**Celebration Church Kadoma - *Harare, Zimbabwe***

* **Achievement**: Established the office of the ministry.
* Answering, screening and directed inbound phone calls.
* Planned and coordinated logistics and materials for meetings, conferences and services.
* Created detailed expense reports and requests for capital expenditures.
* Ordered and distributed office supplies while adhering to a fixed office budget.
* Personal assistant to Pastors.
* Performed general secretarial duties, including – meeting scheduling, appointment set up, filing, faxing and mailing.

**08/2003 to 06/2006 Dance Administrator, Facilitator & Instructor**

**Celebration Church Borrowdale - *Harare, Zimbabwe***

* **Achievement**: Helped establish the office of Visual Arts Department.
* Planned and coordinated logistics and materials for all departmental meetings.
* Created detailed expense reports and requests for capital expenditures.
* Ordered and distributed office supplies while adhering to a fixed office budget.
* Served as the departments point of contact for all queries.
* Performed general secretarial duties, including – meeting scheduling, filing, faxing and mailing.

**06/2000to07/2003 Secretary/Receptionist**

**Alro Shipping - *Harare, Zimbabwe***

* **Achievement**: Joined the company as a receptionist and was promoted to Receptionist/Secretary.
* Answered, screened and directed inbound phone calls.
* Received and assisted clients and escorted them to correct destinations; offices, rooms or meeting rooms.
* Performed general secretarial duties, including – meeting scheduling, appointment set up, faxing and mailing.
* Took verbal and written messages and transmitted them to exact person/destination.
* Received and sorted email and electronic deliveries.
* Maintained meeting diary – manually or electronically, as required.
* Accepted letters and packages delivered to the front desk and distributed to appropriate staff.
* Handled general requests for information and data.
* Interacted well with the public and Handled delicate situations, such as – customer requests, special needs and complaints.
* Performed basic customer service functions.
* Coordinated and maintained the front desk reception area equipment, furniture, lighting, applications and brochures.
* Maintained a neat, tidy and pleasant appearance of the reception area.
* Ordered and distributed office supplies while adhering to a fixed office budget.
* Offered administrative support to other staff members as well as senior executives.

**05/1996 – 05/2000 Secretary/Receptionist**

**Telco Communications - *Harare, Zimbabwe***

* Answered, screened and directed inbound phone calls.
* Received and assisted clients and escorted them to correct destinations; offices, rooms or meeting rooms.
* Performed general secretarial duties, including – meeting scheduling, appointment set up, faxing and mailing.
* Took verbal and written messages and transmitted them to exact person/destination.
* Received and sorted email and electronic deliveries.
* Maintained meeting diary – manually or electronically, as required.
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* Performed basic customer service functions.
* Coordinated and maintained the front desk reception area equipment, furniture, lighting, applications and brochures.
* Maintained a neat, tidy and pleasant appearance of the reception area.
* Ordered and distributed office supplies while adhering to a fixed office budget.
* Planned and coordinated logistics and materials for board and committee meetings and staff events.
* Created detailed expense reports and requests for capital expenditures.
* Offered administrative support to other staff members as well as senior executives.

**Education**

* Women’s University in Africa Harare, Zimbabwe *BSc (Hons*) Psychology Degree
* Trust Academy Harare, Zimbabwe Typewriting
* Celebration Workshop Harare, Zimbabwe Work at Success
* Heimat Interprises Harare, Zimbabwe Credit Management
* Celebration Training Harare, Zimbabwe Communication Skills
* Celebration Training Harare, Zimbabwe Secretarial Skills
* Celebration Training Harare, Zimbabwe Counselling

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| PHILLIPAH TSURO – CV No. 1996812  To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from  <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |