**ESTRELLA**

Handyphone No. : C/o 0505891826

E-mail Address : [estrella.379211@2freemail.com](mailto:estrella.379211@2freemail.com)

**CAREER PROFILE:**

An experienced secretary with a proven track record of successfully managing simultaneous meeting deadlines and consistently and accurately. A strong administrative background coupled with excellent computer skills facilitates the provision of complete secretarial support. Known as hard worker, committed to the efficient completion of challenging projects with deadlines. A self-motivated worker who is able to communicate effectively at all levels. A conscientious worker who is always willing to go the extra mile. Recognized for professionalism, resourcefulness and competence in managing affairs and supporting organizational goals.

**OBJECTIVE:**

Seeking ***any position commensurate to my qualifications*** where my extensive experience will be further developed and utilized.

**KEY SKILLS, CORE COMPETENCIES and STRENGTHS**

* Communication skills
* Data collection and management
* Attention to detail
* Responsible
* Hardworking
* Initiative

**WORK EXPERIENCE:**

Secretary of the Executive Director

**PROFILE RECRUITMENT**

**January 2012 – present**

***Duties and Responsibilities:***

* Provide full secretarial and admin support to ensure the smooth running of the Operations.
* Develop and maintain document control processes for the efficient management.
* Perform data-entryt, recording, printing and filing duties.
* Receives calls and e-mails.
* Manage the company’s sensitive information with strict confidentiality.
* Prepares letters, memos, presentations, reposrts and proposals as required.
* Prepares NOC / Quotations for hired manpower supply.
* Prepares manpower supply contracts for constructions.
* Typing the Security Pass applications for workers who are assigned to work in Oil and Gas Field.
* Monitoring the expiry dates of the CNIA Pass.
* Responsible to answer all the queries of the client with regards to Manpower Supply through email or telephone.
* Holds the Petty Cash Fund and records the invoices of the Petty Cash.
* In-charge of calling clients for payment collection.
* Assists the Accounts Department for timesheets.
* Support the accounting position by reviewing invoices, receipts, & ensuring purchase orders are issued in accordance with company procedures.
* Perform general office duties such as ordering supplies and filing systems
* Updates the arrival of the workers and submit Original Visa in the camp.
* Provide administrative/clerical support to other áreas of the Company, as required.
* Performs other duties as assigned or required.

Office Secretary

**AL ZAFRAN DESIGN & DECORATION WORKS**

September 2011 – January 2012

***Duties and Responsibilities:***

* Reports directly to the General Manager.
* Perform telemarketing calls and respond to customer requests.
* Receives calls/fax/e-mails.
* Preparing timesheets of the workers.
* Prepares monthly salary of the workers.
* Prepares contract and quotations for manpower supply.
* Any other administrative duties required.

Store Manager

**7 For All Mankind Boutique**

Greenbelt 5 Makati

August 19, 2010 – April 01, 2011

***Duties and Responsibilities:***

* Responsible for every phase day-to-day store operations.
* Established sales goals managed budgets and devised sales forecasts.
* Maximized sales and profitability of assigned areas through execution of company programs.
* Interviewed, hired, trained, mentored, coached and evaluated performance of hourly associates.
* Worked with store managers to ensure merchandise changes aligned with sales patterns.
* Worked directly with vendors to confirm and verify shipments.
* Managed all aspects of merchandising, window displays, and stocking
* Assisted in weekly inventory of all stocks.
* Responsible for the receiving and proper stocking of all merchandise.
* Responsible for customer service duties which includes answering customer queries, problem solving and providing detailed information on new products / promos.
* Ensured excellence in customer service and resolved all problems at the store level.
* Monitors staff’s attendance and reports extreme attendance deviations.

Store Systems Development and Audit Assistant

**GOLDEN ABC, INC.**

1155 EDSA Balintawak Quezon City

November 06, 2007 – April 17, 2009

***Duties and Responsibilities:***

* Assist the Store Systems Specialist and Customer ServiceSpecialist in the collation, filing and drafting of reports of all audit findings for Store Operations Audit, Cash Audit and Customer Service Audit.
* Keeps the masterlist of all audit findings and updates this on a regular basis.
* Coordinates with the Store Sales Manager & District Sales Manager in the submission of Action Plans for audit findings for both Store Operations Audit and Customer Service Audit.
* Conducts Store Operations Audit, Cash Audit and Customer Service Audit.
* Develops and drafts proposals for new and/or revised strategic policies and operating procedures, standrads and guidelines.
* Assist the Audit Supervisor in researching and analyzes best operating, management, administrative, and/or business practices, relative to achievement of divisional goals and operating objectives; develops and evaluates alternatives, approaches and presents recommendations.

Store Supervisor

**MEMO Boutique**

Branches:

SM Megamall (February 2004 – May 2005)

SM North EDSA (May 2005 – September 2005)

Glorietta (September 2005 – October 2005)

SM San Lazaro (October 2005 – August 2006)

**FORME Boutique**

Branch:

SM San Lazaro (August 2006 – August 2007)

**PENSHOPPE Boutique**

Branch:

SM Sta. Mesa (August 2007 – November 04. 2007)

***Duties and Responsibilities:***

* Assist the Store Manager in the efficient operations of the back office and in maintaining operational efficiency in the selling area.
* Maintains and secures the store’s official files, reports, logbooks and other required documentation.
* Opens and/or closes the store and ensures implementation of all opening and closing procedures.
* Ensures timely collection of all store accounts-credit cards payments, outright dealers, etc.
* Creates the necessary collection lists for credit card collections and downloads the same to the Accounting Department.
* Conducts daily cash audit of the store’s total cash funds and records the same in the Daily Cash Count Logbook.
* Monitors staff’s attendance and reports extreme attendance deviations.
* Inputs DTR of staff and downloads the same to the Payroll Department for processing.
* Prepares the store’s petty cash replenishment reports.
* Coordinate store concerns in the absence of the Store Manager.
* Implements markdown and mark-up directives from the IPA Department.
* Updates master file in the computer’s database.
* Confirms actual receipts of deliveries as well as the disclosure of discrepancies.
* Supervises monthly cycle count per product group.
* Implements the month-end procedure to calculate the month’s ending inventory balance and carries this over as the next month’s beginning balance.
* Updates tracking sheets of all transfers.

Data Encoder

**5M’s COMPUTER and BUSINESS CENTER**

España, Manila

July 23, 2003 – December 23, 2003

***Duties and Responsibilites:***

* Entering data
* Operating Equipment such as keyboards, scanners, printers and copy machines.
* Administrative Tasks such as word processing, fillingo ut paperworks, and maintaining records and files.

Data Encoder

**NYK-Fil Ship Management**

Intramuros, Manila

Septembet 03, 2002 – October 30, 2002

Data Encoder (**On-the-Job Training**)

**NYK-Fil Ship Management**

Intramuros, Manila

June 27, 2002 – Augutst 30, 2002

**EDUCATIONAL ATTAINMENT:**

1999 – 2003 **CENTRO ESCOLAR UNIVERSITY**

Mendiola Manila

Bachelor of Science in Commerce

Major in Computer Science and Information System (CSIS)

1995 – 1999 **CAMILING CATHOLIC SCHOOL**

Camiling, Tarlac

Secondary Education

1987 – 1995 **CAMILING CATHOLIC SCHOOL**

Camiling, Tarlac

Primary Education

**COMPUTER SKILLS:**

**Microsoft Word, Excel, Powerpoint, Outlook Express**

**Microsoft Windows XP**

**Microsoft Office XP Proffesional**

**PERSONAL INFORMATION:**

Birth Date : April 06, 1982

Age : 34 y/o

Height : 5’5

Weight : 125 lbs.

Citizenship : Filipino

Religion : Roman Catholic

**REFERENCE:**

Available upon request.

To the Human Resources Development Officer

Dear Sir / Madam:

It is my utmost desire to apply to any position commensurate to my degree in your prestigious Company. I am a graduate of Bachelor of Science in Commerce Major in Computer Science and Information System (CSIS). I have been working in various companies for more tan fourteen years. I believe that whatever expereinces and skills I have gained in my previous work will benefit your Company. If given the chance, I am willing to prove my worth. The key strengths that I possess for success in this position include:

* I strive for continued excellence
* Strong verbal, personal and written communication skills, client & partnership relationship management, business development, attention to detail& organized, self-sufficient & proactive, client & partner hospitality, profesional public speaking & presentation experience, ability to successfully training others, adaptability and ability to work under pressure.
* Tolerant and flexible to different situations, confidence, motivation and determination, ability to deal with rejection.
* Decision making, critical thinking, good organizational and time management skills.

Experience has taught me how to build strong relationships with all departments in an organization. I have the ability to work within a team as well as cross-team.

Please refer to my resume for additional information on my experience.

I can be reached anytime.

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

ESTRELLA