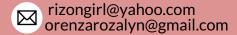
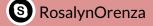


Determine to work in a dynamic, challenging and growth oriented company that allows me to utilize my knowledge and experience in contributing growth and success of the company.

HERE'S HOW YOU CAN REACH ME





LET'S CONNECT







PROFESSIONAL SKILLS

Computer Skills
Administrative
Customer Service
Hard Communication Skills
Time Management Ability

APPS & TOOLS

Microsoft
Google
Email & Chat
Canva
Trello

INTEREST











ROSALYN R. ORENZA

VIRTUAL ASSISTANT
CUSTOMER SERVICE SUPPORT

VIRTUAL ASSISTANT SKILLS

- Expert in Google Products and Microsoft Office
- Strong Administrative Skills and Multi-task.
- Internet Research
- Excellent in Phone, Email, Organization and Communication skills
- Data Entry, Product Listing and Optimizing
- Managing Account Inventory, Returns and Exchange of items

CUSTOMER SERVICE SKILLS

- Clear Communication Skills Phone, Email and Live Chat
- Excellent in Answering Question and Resolving Problems
- · Provides Information about Products Services
- · Time Management and Flexibility
- · Empathy Ability

CAREER PROGRESSION

RECEPTIONIST

HEAD OFFICE DEPARTMENT
FIBREX CONSTRUCTION LLC, ABU DHABI, UNITED ARAB EMIRATES

- Provides high level of administrative support by handling information request and performs clerical functions such as preparing correspondence, arranging conference calls and filing of important office records.
- Handles incoming calls and outgoing calls that provide information for customer's inquiry.
- Takes verbal and written messages and transmit them to the exact person.
- Assists visitors and greet them politely, leaving a positive impression of the firm in their minds
- Categorizes leads according to customer response for future use by the company and registered key information into online

- Coordinates with HR Department to assist enter some data of employee's information to Microsoft Access; encodes files to Microsoft Excel and Microsoft Word.
- Collects emails and replies as per instruction of seniors and client assistance.
- Computes time sheets for the over time of the labors

RECEPTIONIST

HILLS ABU DHABI, SAMA TOWER AND AL AIN TOWER
IMPACT FOR SERVICES & SPORT CONTRACT, ABU DHABI, UNITED
ARAB EMIRATES

- Computerized monthly report.
- Handling daily reports of accident, incident, and lost & found.
- Responsible of all the payments that made by the tenants for personal training.
- Maintaining old and new files according by dates and names.
- Used computerized systems that involve customer information
- Issue a receipt to the customer and return the appropriate change.
- Responsible of making booking for the spa, private gym lesson and swimming lessons.

OFFICE SECRETARY

SERVANT SECURITY SYSTEM, CAGAYAN DE ORO CITY, PHILIPPINES

- Handling incoming & outgoing calls and operate office equipment's such as fax machine, photocopy machine.
- Receiving & sending e-mails and provide transaction letters for the client.
- Bookings (ticket & hotel) and Maintaining files.
- Deposit money to bank and withdraw money for the salary of the employees.
- Organize schedule and meeting plan.
- Establish the administrative work procedures for tracking staff's daily tasks.
- Collected and coordinate the flow of internal and external information.

ACADEMIC BACKGROUND

FHMOMS ONLINE UNIVERSITY
INTRODUCTION TO FREELANCING

SYSTEM INFORMATION TECHNOLOGY (STI) COLLEGE DIPLOMA IN INFORMATION TECHNOLOGY

CHARACTER REFERRENCE

Maria Korina Bertulfo +639061351457 @fhmoms.com

CERTIFICATE













