



ROSALYN R. ORENZA

VIRTUAL ASSISTANT
CUSTOMER SERVICE SUPPORT

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

 rizongirl@yahoo.com
orenzarozalyn@gmail.com

 RosalynOrenza


























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



TRAVEL



INTERNET



PLANTING



MUSIC

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 REFERENCE

Maria Korina Bertulfo

+639061351457

@fhmoms.com

CERTIFICATE

