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| ObjectiveProfessional Summary | My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company’s productivity and reputation.Reliable and enthusiastic Secretary cum Receptionist offering 6 years of experience in efficient front desk management. Adept at prioritizing tasks, maintaining organization and optimizing workflow. Accustomed to balancing high-volume inquiries with administrative needs for thousands-member staff. |
| Skills & Abilities | * Multi-line telephone systems
* Correspondence distribution
* Documentation and reporting
* MS Office proficiency
* Customer and client relations
* Staff management
* Professional demeanor
* Security awareness
* Memorization and recall
* Mail handling
* Scheduling
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| Experience | Decovision L.L.C. Aug. 08, 2019 – PresentSecretary/Document Controller* Answering calls, taking messages and handling correspondence.
* Maintaining diaries and arranging appointments.
* Typing, preparing and collating reports.
* Filing.
* Organizing and servicing meetings (producing agendas and taking minutes).
* Managing databases.
* Prioritizing workloads.
* Implementing new procedures and administrative systems.
* Liaising with relevant organizations and clients.
* Coordinating mail-shots and similar publicity tasks.
* Logging or processing bills or expenses.

Al Dhabi Contracting L.L.C. March 2014 –January 2018Secretary/Receptionist/Telephone Operator* Set  appointments
* Kept records in Actatek to maintain Daily report and updating information.
* Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.
* Aggregated and prepared documentation and reports for office meetings, distribution and filing.
* Assisted internal staff with clerical and administrative needs to maximize efficiency and team productivity.
* Orchestrated important documents such as cheque and timely shipments local and abroad.
* Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
* Resolved customer problems and complaints by talking to them.
* Scheduled office meetings and client appointments for managers.
* Collected and distributed messages to team members and managers to support open communication and high customer service.
* Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
* Sorted, received and distributed mail correspondence between departments and personnel.
* Monitored and screened visitors to verify accessibility to inter-office personnel.
* Operated multi-line telephone system to independently handle over hundred calls each day.
* Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
* Kept reception area clean and neat to give visitors positive first impression.
* Monitored premises, screened visitors, updated logs and issued passes to maintain security.

Tots and Toys Inc. November 2010 – October 2013Secretary/ Assistant Teacher* Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
* Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements.
* Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
* Drafted professional business memos, letters and marketing copy to support business objectives and growth.
* Produced and mailed fee invoices to parents.
* Scheduled assessments and forwarded completed paperwork to owner.
* Upheld strict timetables by maintaining accurate, balanced calendars for toddler group.
* Produced thorough daily reports every day using microsoft excel.
* Coordinated with referring facilities to ensure follow-up standards are met.
* Maintained fully functional office equipment and well-organized supplies to enhance team productivity.
* Administered bi-weekly staff payroll, including physical checks, direct deposits and all special calculations such as commissions.
* Reviewed and edited daily bank deposits and deposit report.

Personal Assistant (Secretary) December 2009-February 2010* Orchestrated successful conferences, including associated travel for all speakers and attendees, facilities and support services.
* Identified needs and coordinated plans for travel and out-of-town functions.
* Coordinated responses to emails and other correspondence to facilitate communication and enhance business processes.
* Provided multifaceted services to career professionals by running errands, managing mail, scheduling appointments and arranging transportation.
* Took notes and dictation at meetings.
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| Education | Access Computer and Technical College – Manila, Philippines Diploma Computer SecretarialMay 2010Pamantasan ng Montalban – Manila, PhilippinesAssociate in Health Education – Nurse Aide2006-2007Academic Awardee 2008-2010 |
| Communication | English, Tagalog  |
| Leadership | Vice President in School organization |
| References | Upon Request |