|  |
| --- |
| C:\Users\Kaye\Desktop\ta helen\kaye.pngRandelyn Kaye Orellana |

|  |  |
| --- | --- |
| 055-922 8059  randelynkaye\_orellana@yahoo.com  Al Najda St., Abu Dhabi |  |

|  |  |
| --- | --- |
| 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 |
| Experience | Decovision L.L.C. Aug. 08, 2019 – Present  Secretary/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 2018  Secretary/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 2013  Secretary/ 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. |
| Education | Access Computer and Technical College – Manila, PhilippinesDiploma Computer Secretarial May 2010  Pamantasan ng Montalban – Manila, Philippines  Associate in Health Education – Nurse Aide  2006-2007  Academic Awardee 2008-2010 |
| Communication | English, Tagalog |
| Leadership | Vice President in School organization |
| References | Upon Request |