

NORVELYN DE LARA LAGO

Current Location: Al Satwa, Dubai UAE

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OBJECTIVE

Seeking a position to utilize my skills and abilities in the Industry that offers professional growth while being resourceful in the field of Customer Service, Sales, Client Coordinator and other administrative post available.

CORE COMPETENCIES

- ✦ Objection Handling Skills ✦ Analytical Skills ✦ Strong Interpersonal Skills ✦ Detail-oriented ✦ Decision Making
- ✦ Problem Solving ✦ Report Generation

PROFESSIONAL EXPERIENCE

FLOOR EXPO LLC, ABU DHABI, since Sept. '20 – Secretary cum Sales Coordinator

- Handles all inbound and outbound calls for inquiries, complaints. This includes upselling and closing deals over the phone.
- Prepares Tailor Fit Quotation based on the client's needs and budget.
- Follow up clients through various channels of communication to ensure customer satisfaction all throughout the process.
- Organize and store sensitive documents with customer information
- Accurate Data Entry of the files being submitted by the clients as part of Admin Task.
- Setting proper expectation for any delays or inconvenience as a commitment of customer satisfaction.
- Photocopy and print various documents sometimes on behalf of the other colleagues.
- Coordinate with the clients as after sales support ensuring that service exceeds customer expectation.
- Assists in the preparation & organizing of promotional materials.

REDWOOD MONTESORRI NURSERY, DUBAI, 19' – Sept. 20'; Nursery Supervisor Asst.

- Carry out administrative duties such as preparing classroom resources and organizing materials for activities.
- Help supervise students in class, between classes, during lunch and recess, and on educational field trips Support the social and emotional development of students, reporting any issues as necessary.
- Providing developmentally appropriate educational games.
- Monitoring and assessing student progress and writing up reports.
- Provides valuable feedback to the teacher as part of learning and tracking progress of the student

KIDS PALACE NURSERY, DUBAI, since Jan. 17' to March 19'; Nursery Supervisor Asst.

- Assisting the classroom teacher by handling administrative support workload including preparing Classroom Materials, creating activity visuals etc.
- Supervise students in class, and the rest of the day while they are in the school vicinity, ensuring the students utmost safety, hygiene and learning.
- Support the social and emotional development of students, raising concerns and feedback to teachers and parents.
- Monitoring and assessing student progress and writing up reports.
- Provides valuable feedback to the teacher as part of learning and tracking progress of the student

Mindanao University of Science and Technology, since Dec. 14' to Aug. 16; Chemistry Lab Technician

- Prepare reagents/solvents needed for the experiments/exercises in general education chemistry courses.
- Prepare the glassware items and apparatuses in connection with the schedule experiments for the different chemistry courses.
- Attend to miscellaneous items required by students (undergraduate and graduate) who require to do their researches in the lab.
- Supervise the use of instruments and other facilities used by the students in the other chemistry laboratories.
- Carry out regular maintenance on the different laboratory instruments/ facilities.
- Conduct regular inspections of the stockrooms for safety / accidents prevention.

Mindanao University of Science and Technology, since May 13' to Nov. 14'; Graduate Teaching Assistant

- Orientation provide for students prior to conducting experiments.
- Preparation of apparatus, chemicals, and safety equipment that will be required for experiments.
- Conduct daily/weekly inventory checks of chemicals.
- Inspect lab areas for any chemical spillage or gas leakage.
- Health and safety reports prepared.

ACADEMIC CREDENTIALS**MSc in Science Education major in Chemistry - 2013**

Mindanao University of Science and Technology (on going)

BSc in Environmental Science & Technology (General Science) 2008 – 2012

Mindanao University of Science and Technology

TECHNICAL SKILLS

Computer Literate ✦ MS Word ✦ MS Excel ✦ MS PowerPoint ✦ Knowledge of Office Equipment (Printing, Scanning, Photocopying)

PERSONAL INFORMATION

Date of Birth: June 21, 1992
Age: 28 years old
Civil Status: Single
Citizenship: Filipino

REFERENCES: AVAILABLE ON REQUEST