

## Michelle Octoso

Abu Dhabi, UAE  
+971 56 473 5259  
emoctoso@gmail.com

### CAREER OBJECTIVES

To gain knowledge through the institution using my skills and education; to contribute towards developing and expanding opportunities, combined with a desire to utilize my skill; moreover, to be an effective and efficient employee and contribute to the overall success of the organization.

### SKILLS

- Excellent interpersonal, written, & verbal communication skills
- General computer & technical skills; excellent MS Office skills
- Proficient typing skills with accuracy and speed
- Critical thinking, problem solving, and presentation skills
- Ability to work independently or as part of a team & willingness to learn, undergo training, and upgrade skills
- Reliable and resourceful team player who excels at building trusting relationships with customers and colleagues
- Time-management, working under-pressure, and multitasking skills

### PROFESSIONAL EXPERIENCE

**Receptionist** - December 2020 – present  
SKLD Manpower Services LLC

- Serve visitors by greeting, welcoming, and directing them appropriately; notifies personnel of visitor/appointment by arrival
- Receive and screen phone calls and redirect them when necessary
- Maintain safe and clean reception area and pantry/kitchen by complying with safety rules and regulations; and managing the office boy to do the same
- Manage all social media accounts (Facebook, Instagram, Twitter, LinkedIn, Naukrigulf, & SKLD company website) and electric, water, municipality, internet, and landline bills of the company
- Create and post information and services of the company on all social media platform and accounts of the company
- Job posting on all social media platforms
- Schedule an in-person and virtual meeting and interview
- CV sourcing and communicating with candidates through phone/email; schedule an interview with the shortlisted candidates through email
- Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.)
- Prepare petty cash receipts for filing



### PERSONAL PROFILE

A committed, friendly, and hardworking individual with a passion for always providing excellent customer service. I have resolved more than 250 issues, always having the needs of the customers and the reputation of the organization at heart. I have dealt with customers' enquiries and complaints face-to-face, over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for.

### EDUCATIONAL ATTAINMENT

#### Tertiary Education Bachelor of Science in Psychology

Sacred Heart College  
2015-2019  
Lucena City

#### Secondary Education

Sacred Heart College  
2013-2015  
Lucena City

21st Century Private Academy  
2011-2013  
Abu Dhabi, United Arab Emirates

## PROFESSIONAL EXPERIENCE

- Monitor and manage CCTV and biometrics
- Monitor and update visitors' records and temperature log
- Monitor attendance log sheet of employees
- Perform basic bookkeeping and record filing
- Handle confidential documents ensuring they remain secure
- File and update contact information of employees, customers, suppliers, and external partners
- Maintain polite and professional communication in person, over the phone, and via e-mail
- Monitor office supplies and negotiate with suppliers to ensure the most cost-effective orders
- Handle petty cash and generate orders for office kitchen/ pantry and stationery items
- Maintain electronic and paper records ensuring information is organized and easily accessible

### **Secretary cum Receptionist** - February 2020 – December 2020

German Home for Bathrooms and Kitchens LLC

- Received and screened phone calls and redirect them when necessary
- Handled and prioritized all outgoing or incoming correspondence (e-mail, letters, packages etc.)
- Maintained polite and professional communication via phone, e-mail, and mail
- Handled confidential documents ensuring they remain secure
- Prepared invoices or financial statements
- Monitored office supplies and negotiate terms with suppliers to ensure the most cost-effective orders
- Maintained electronic and paper records ensuring information is organized and easily accessible
- Filed and updated contact information of employees, customers, suppliers, and external partners
- Provided customer service, support and guidance as required and responding to all customer enquiries
- Provided quotations as per clients' inquiries
- Prepared and disseminated correspondence, memos, and forms
- Undertaken receptionist duties

### **Administrative Assistant** - October 2019 – November 2019

Liberty Insurance Brokers LLC

- Handled office tasks, such as filing, generating reports and presentations
- Provided real-time scheduling support by booking appointments and preventing conflicts
- Maintained polite and professional communication via phone, e-mail, and mail
- Anticipated the needs of others to ensure their seamless and positive experience
- Screened phone calls and routing callers to the appropriate party

### **Customer Service Representative** - 2019

Prime Water Quezon Metro

- Worked passionately in customer service in a high-volume water company
- Provided customer service at registers and on retail floor
- Responded to all customer enquiries providing support and guidance as required
- Entered customer information into internal records management system. Updated existing customer records while creating new data files as directed
- Assisted supervisor with reconciliation of sales transactions. Provided support by re-checking while helping to resolve discrepancies

### **Assistant Teacher** - 2018 - 2019

Harvest of Hope Foundation Inc.

- Supported children across the curriculum, often with a particular focus on mathematics, reading and writing
- Gave extra help to children with special needs with a particular focus on cognitive power, physical motor ability, adaptability, and moral values
- Helped develop programs of learning activities and adapting appropriate materials
- Helped keep the students motivated and encouraged
- Assisted with marking and correcting student's work
- Helped with school events and activities

## PROFESSIONAL EXPERIENCE

### Guidance Assistant - 2018

Sacred Heart College

- Assisted with classroom instruction and provided support and guidance to students
- Maintained a supportive, safe, and clean classroom and office environment
- Work closely with the lead teacher to identify issues students are having and develop appropriate solutions
- Supervised students in taking entrance exams. Checked answer sheets and released results
- Assisted & responded to students and parents' enquiries, particularly regarding the enrollment of students
- Filed and released the required documents needed for the enrollment of the students

## AFFILIATIONS

- Cordians' League of Migrants, President (2018-2019)
- Cordians' League of Migrants, Vice President (2017-2018)
- Cordian Cultural Dance Troupe, Treasurer (2017-2018)
- Cordian Psychological Society, Member (2017-2018)
- Society of St. Vincent de Paul, Member (2017-2018)
- Psychological Association of the Philippines Junior Affiliates, Member (2017-2018)
- Cordian Cultural Dance Troupe, Secretary (2016-2017)

## SEMINARS & TRAININGS

- Philippine Psychology in Challenging Times: 31st Annual Psychological Association of the Philippines
- 15th EdukCircle Convention on Psychology and Media Communication
- "How to Raise Good Children even when Mothers are Working Abroad"
- 14th EdukCircle Convention on Psychological Communication "Psychology and the Cyberworld: The Different Effects of the Internet to Human Behavior"
- "Basic First-Aid Training Course"
- "Psychological First Aid"

*I hereby certify that the above information is true and correct to the best of my belief.*

**MICHELLE OCTOSO**