

Madeline De Leon Maderazo

Follow-up Clerk/Admin Assistant

Abu Dhabi

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0544663437

6 years Customer Service Experience with 4 years Admin Assistant experience

Willing to relocate: Anywhere

Work Experience

Follow-up Clerk/Admin Assistant

Bianco Dry Clean LLC - Abu Dhabi

February 2015 to February 2019

- Provide support to manager and supervisor.
- Responsible for updating the credit balance of the customers and VIPs
- Responsible for answering telephone calls, inquiry and scheduling the pickup and delivery of laundry.
- Perform clerical duties such as filing, typing, and sorting
 - Monitoring the deliveries of the drivers
 - Compromising and negotiating to the customers regarding the problem or damage on laundry clothes.
 - Recording and maintaining customer's information hard copy and soft copy
 - Prepare and modify correspondence, reports, drafts, memos and emails.
 - Responsible for preparing and sending monthly Invoice
 - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork
 - Responsible for making and sending quotation's to companies which require laundry services
 - Perform related duties as required by the superior

Laundry Receptionist

Al Rafidain Laundry - Abu Dhabi

January 2013 to January 2015

- Greet customers entering the shop
- Handles calls for pick-up and delivery
- Handles all items received by checking, marking and sorting all laundry
- Checks customer clothing for tears, colour fades or missing buttons and then reports any damages. Checks pockets for any valuable things and makes note on customer's bill list for information.
- In the sorting department, checking cloth count.If cloth count is not correct according to the list, reporting immediately to the supervisor.
- Pack and sort customer cloth properly according to lists.

Education

B.S. in Office Administration

University of Batangas - Batangas City

2013 to 2015

Skills

Microsoft Office (6 years), Telephone Etiquette (6 years), Communication Skills (6 years), Clerical Skills (6 years)

Additional Information

Organizational skills

Telephone etiquette skills

Good communication and writing skills

Ability to maintain records and files

Willing to be trained