

# Rochelle Caparas

**Receptionist, Customer Service Representative, Secretary, Admin Assistant**

Abu Dhabi

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I have had extensive work experience in secretarial, sales, marketing, admin assistance, reception and front desk duties, hotel and flight reservation and customer service industry giving me various key skills and the ability to work with different types of people while delivering work efficiently. I believe that I am qualified to become part of your great team.

I am a conscientious person who works hard and pays attention to details. I'm flexible, quick to learn new skills and eager to learn from others. I also have lots of ideas and enthusiasm. I am keen to work for your great company.

## WORK EXPERIENCE

### **Receptionist / Secretary / Admin Assistant / CCTV Operator**

Soliman Security Services Inc. / Convergys Philippines - Makati - Abu Dhabi - February 2015 to September 2015

#### Responsibilities

- Answers telephone calls, direct calls to respective person and relay messages; checks email concerns
- Encodes details for every report sent/received
- Monitors Access Control Cards of all employees
- Files all delivery receipts
- Organizes room and equipment reservations
- Operates and monitors CCTV cameras
- Accommodates visitors for every client visit (foreign clients)

#### Accomplishments

I have learned to directly coordinate with high-profiles like CEO and Directors and was able to deliver monthly and yearly reports on time.

#### Skills Used

Computer literacy, Administration, Security, Secretarial, Reception Duties, MS Office

### **Customer Service Representative (CSR)**

24/7 Customer Philippines, Inc. - Makati - January 2015 to September 2015

#### Responsibilities

- Assists customers in organizing and explaining billing questions
- Assists customers in collecting and reporting payment transactions
- Operates multiple system in assisting customers
- Call Center Agent

#### Accomplishments

- was one of the biggest contributor to gain positive feedback from customers

#### Skills Used

- phone handling skills
- multi-tasking
- computer-literacy
- excellent communication skills
- excellent typing skills
- product knowledge

### **Virtual Assistant / Web Content Writer**

Off-Shore - USA - January 2010 to May 2015

#### **Responsibilities**

- Utilizes technology to deliver services and communicate with clients abroad by working remotely
- Typing, transcribing, encoding administrative tasks
- Assists with translation, copywriting, proofreading, web design, marketing
- Manages events, printing, and research assignments
- Files all the documents such as invitation letter, visitation etc.
- Specializes in providing relevant text content for websites and responsible for researching
- Creates and edits copy to inform the reader, and to promote or sell the company, product or service described in the website

#### **Skills Used**

- research skills
- excellent communication skills
- report writing

### **Executive Operations (Expedia Travel Agent)**

Teleperformance Ayala (Previously Aegis People Support) - Makati - January 2014 to January 2015

#### **Responsibilities**

- Assists customers in booking flight, hotel and car reservations
- Assists customers in other reservations like tour passes and activities
- Operates multiple system in assisting customers

#### **Accomplishments**

- awarded as Top Agent during training
- received incentives for hitting target metrics
- one of the biggest contributor for the sales of the company

#### **Skills Used**

- used more than 15 tools simultaneously while assisting customer over the phone
- building rapport
- excellent customer service
- excellent communication skills
- knowledge in airlines and different hotels and resorts

### **Executive Operations (Egencia Travel Consultant)**

Teleperformance Ayala - Makati - January 2014 to January 2015

#### **Responsibilities**

- Assists customers in booking flight, hotel, train, and car reservations for specific business companies
- Provides booking options according to company's policies
- Assists customers in other reservations like tour passes and activities

- Operates multiple system in assisting customers

#### Accomplishments

- awarded as Top Agent during training
- received incentives for hitting target metrics
- one of the biggest contributor for the sales of the company

#### Skills Used

- used more than 15 tools simultaneously while assisting customer over the phone
- building rapport
- excellent customer service
- excellent communication skills
- knowledge in airlines and different hotels and resorts

#### EDUCATION

##### **Bachelor of Science in Banking and Finance**

Polytechnic University of the Philippines - Makati

2012 to 2013

##### **Bachelor of Science in Accountancy**

Polytechnic University of the Philippines

2010 to 2012

##### **High School / Secondary**

General Pio del Pilar National High School - Makati

2006 to 2010

#### SKILLS

Secretarial Skills (1 year), Multitasking (5 years), Microsoft Office (5 years), Microsoft Office Applications (5 years), Microsoft Office Tools (5 years), Administrative Assistant (1 year), Administration (1 year), Facility Management (1 year), Customer Service (4 years), Computer Skills (8 years), Communication Skills (10+ years), Communication (10+ years), Cctv (1 year), Customer Service (4 years), Customer Service Skills (4 years), Customer Care (4 years), Customer Relationship Management (4 years), Customer Service Management (4 years), Hotel Management (2 years), Hospitality (2 years), Insurance (1 year), Marketing (5 years), Sales (5 years), Sales Management (5 years), Sales Marketing (5 years), Travel Consultant (2 years), Banking (1 year), Reception (1 year), Front Office (1 year)

#### ADDITIONAL INFORMATION

Skills:

Computer:

- Computer-literate covering variety of applications:
  - ✓ Microsoft Office (Word, Excel, Power Point)
  - ✓ Apple and Google Documents, WordPress
  - ✓ Windows Movie Maker
  - ✓ Spreadsheets and Presentation