



Zenia Batingan

Hamdan St. Abu Dhabi UAE

Mobile No: 0588797754

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Skills:

- **Customer Service Oriented**
- **Report Analysis**
- **Administrative support specialist**
- **Professional Phone Etiquette**
- **Excellent Communication Skills**
- **Filing & Data Archiving**
- **Advance Clerical Knowledge**
- **Works well under pressure**
- **Ability to do multitask**

Education:

***Bachelor of Science in Agriculture**

Major in Animal Science

Cagayan State University

Gonzaga Cagayan Philippines

SY: 2003-2007

***Certificate of Completion on**

MS WINDOWS XP, WORD 2007,

EXCEL 2007, POWERPOINT 2007,

ACCESS 2007, OUTLOOK & INTERNET

Galaxy Computer Education &

Training Institute Abu Dhabi UAE

Profile:

Birthdate: May 17,1986

Visa Status: Transferable Visa

(Immediate Joining)

Language Spoken: English & Tagalog

Gender: Female

Religion: Roman Catholic

Objective:

To work in a company where I can apply my knowledge and enhance my skills, maximize my potentials in a working environment where I can achieve personal and professional growth as well as the organization's goal.

Work Experience:

SOS International for Fire Fighting & Safety Trading

Secretary/Coordinator – Maintenance Department

June 2019-Present

- Answer incoming calls and respond to customer's emails
- Prepare and manage correspondence, reports, letters, contracts and documents
- Prepare Quotations, inquiries and follow up status of sent proposals
- Prepare Material Request (via System)
- Assist in Civil Defense Contract Application
- Request for preparation of invoice
- Follow up payment status
- Prepare/Coordinate with labours schedule & locations
- Follow up & monitoring work status of every project and contracts
- Prepare PPM (Planned Preventive Maintenance)
- Prepare Petty Cash Request & Reimbursement
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material
- Perform related duties as required
- Contributes to team effort by accomplishing related results as needed

TechMahindra Philippines

June 2017- July 2018

Call Center Agent (CSR)

- Answer incoming calls and respond to customer's emails
- Management and resolve customer complaints
- Sell products and place customer orders in the computer system
- Identify and escalate issues to supervisors
- Provide product and service information to customers
- Research required information using available resources
- Research, identify, and resolve customer complaints using applicable software
- Process orders, forms, and application
- Route calls to appropriate resources
- Document all call information according to standard operating procedures
- Recognize, document, and alert the management team of trends in customer calls
- Up-sell products and services
- Complete call logs and reports

Axon Companies Group
September 2015- September 2016
Abu Dhabi UAE
Secretary (Administrative Assistant)

- Answer telephone calls and give information to callers, take messages, and transfer calls to appropriate individuals
- Provide administrative and clerical support to departments or individuals.
- Prepare and manage correspondence, reports, letters and documents
- Prepare LPO's, Quotations, Inquiries, and Invoices
- Maintains customer confidence and protects operations by keeping information confidential.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications
- Perform related duties as required
- Contributes to team effort by accomplishing related results as needed

Onwan Transportation
May 2013 - July 2015
Abu Dhabi UAE
Secretary (Administrative Assistant)

- Answer telephone calls and give information to callers, take messages, and transfer calls to appropriate individuals
- Provide administrative and clerical support to departments or individuals
- Prepare LPO's, Quotations, Inquiries, and Invoices
- Maintain office scheduling and event calendars
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications
- Maintains customer confidence and protects operations by keeping information confidential.
- Perform related duties as required

Gulf Fidelity Security Services/ Corniche Beach
April 2011-April 2013
Abu Dhabi UAE
Cashier/ Receptionist

- Count cash drawer at the beginning and end of shift.
- Responsible in recording the received tickets, sold tickets and return tickets on the remittance sheet.
- Responsible in issuing tickets, accepting payments and giving change correctly to the costumer
- Responsible in entering sold tickets on the machine
- Responsible in explaining the rules and regulations and providing all the information about the beach to customers
- Provide excellent customer service by assisting customer inquiries and resolving customer complaints
- Responsible in doing the tally of the total number of sold tickets to the money collected at the end of the shift

***Department of Social Welfare and Development
September 2009 – November 2010
Gonzaga, Cagayan Philippines
Enumerator/ Office Clerk***

- Planned work by reviewing assignment area to locate households for conducting interviews
- Conducted interview with resident in assigned areas by following guidelines in confidentiality law, explained the purpose of census or interview
- Assessed quality control levels on selected addresses, determined which samples passed or failed, and maintained records for quality control verification
- Maintained records of hours worked, units produced, quality control results and expenses incurred in the performance of duties
- Met daily with the supervisor to review and submit work and receive additional instructions
- Assist in Clerical Office Duties

I hereby certify that the above information given are true and correct as to the best of my knowledge and belief.

Zenia Batingan
Applicant