

EMMANUEL JOSHUA TEJONES

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Visa Status: Visit Visa (03/01/2022)



OBJECTIVES

- To support the supervisors and management team with problem-solving skills, effective teamwork, and respect for deadlines while providing administrative and entry-level talents with the goal of proving myself and growing with the company.
- To combine my ability to multi-task, my attention to detail, and my communication skills in a package that will help even more effective organization.

WORK EXPERIENCE

OUR LADY OF FATIMA UNIVERSITY

May 2018 – May 2020

ADMINISTRATIVE ASSISTANT

Rizal, Philippines

Duties and Responsibility

- Provides administrative support to ensure efficient operation of office.
- Answers phone calls, schedules meetings and supports visitors.
- Carries out administrative duties such as filing, typing, copying, binding, scanning etc.
- Completes operational requirements by scheduling and assigning administrative projects and expediting work results.
- Exhibits polite and professional communication via phone, e-mail, and mail.
- Supports team by performing tasks related to organization and strong communication.
- Develops administrative staff by providing information, educational opportunities, and experiential growth opportunities.
- Provides information by answering questions and requests.
- Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies.
- Contributes to team effort by accomplishing related results as needed.

SECURITY BANK CORPORATION

June 2020 – June 2022

CUSTOMER SERVICE REPRESENTATIVE

Makati, Philippines

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

ADMIN ASSISTANT

Al Azra St. Sharjah UAE

Duties and Responsibility

- Answer phones and greet visitors
- Schedule appointments and maintain calendars
- Schedule and coordinate staff and other meetings
- Collate and distribute mail
- Prepare communications, such as memos, emails, invoices, reports and other correspondence
- Write and edit documents from letters to reports and instructional documents
- Create and maintain filing systems, both electronic and physical
- Manage accounts and perform bookkeeping

SUMMARY OF QUALIFICATIONS

- Highly skilled in greeting visitors, determining the nature of the business, and directing to the concerned person.
- Able to give accurate and detailed information to visitors.
- In-depth knowledge of typing correspondences, reports, and other documents.
- Proven record of answering the telephone, providing relevant information to callers, and routing calls to appropriate individuals.
- Demonstrated ability to schedule appointments and meetings.
- Well versed in taking and compiling minutes of meetings.
- Thorough understanding of making copies of printed documents, and filing correspondences, reports, and records.
- Quick at gathering and typing statistical reports and charts.
- Computer: Extremely proficient in Microsoft Office applications.
- Communication: Able to work and converse effectively with all levels of colleagues, clients, and other external contacts.
- Previous experience in a customer support role
- Strong phone and verbal communication skills along with active listening
- Ability to multi-task, set priorities and manage time effectively
- College degree

EDUCATIONAL BACKGROUND

Marikina Polytechnic College

June 2014-April 2018

Marikina, Philippines

- **Bachelor of Technical Teacher Education**
Major in Chemistry for Technology

Marikina Polytechnic College

Nov 2019-Present

Marikina, Philippines

- **Master of Arts in Teaching**
Major in Science
Completed 30 units