LOUIELYN M. MOLANO

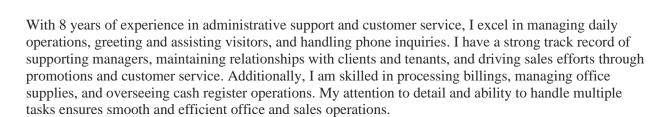
Address: Dubai, United Arab Emirates

Number: +971 58 941 9018 E-mail: <u>lmm150731@gmail.com</u>

Nationality: Filipino Birthdate: October 2, 1995

Visit Visa (Available to start work immediately)

PROFESSIONAL SUMMARY



SKILLS / QUALIFICATIONS

- Customer Service Excellence Providing high-quality service and addressing customer concerns effectively.
- ❖ Administrative Skills Handling tasks like filing, data entry, and maintaining records.
- ❖ Multitasking and Organizational Skills Managing multiple tasks and ensuring smooth daily operations.
- ❖ Sales Support and Reporting Ability to track sales data, assist with promotions, and support sales teams in meeting targets.
- Problem-Solving Quick and effective in identifying and resolving operational or customer service issues.

TRAINING/ SEMINARS

- ➤ Identification of Basic Business & Income Documents August 5, 2024; Makati City, Philippines
- ➤ SM Cinema K.A.S.H Boot Camp Cashiering Method and Customer Service July 24-30, 2018; Mall of Asia, Pasay City, Philippines
- ➤ Disney Institute ("Living a Culture of Service Excellence") Customer Service April 2017; Mall of Asia, Pasay City, Philippines
- Workforce Development Training and ADEC ONE Typing test & Introduction on how to process mortgage title and insurance in some states in the U.S. May 2015, Las Pinas City, Philippines
- ➤ Emergency Response Management Orientation Course (ERMOC) February 15-17, 2013; Laguna Philippines

WORK EXPERIENCES

SALES ADMIN GOLDEN HOME REALTY DEVELOPMENT INC Makati City, Philippines (May 2023 – Aug 2024)

- Serve as the officer-in-charge in the sales office, reporting daily booked accounts to sales support services.
- Assist sellers by pre-qualifying buyers and preparing initial documents like Reservation Agreements and Buyer's Information Sheets.
- Monitor and request office supplies for the satellite office/site on a monthly basis.
- Ensure the completeness of initial documents received from the sales support group and update the sales database.
- Support sales networks during events and consolidate inquiries from walk-ins or tripping at the satellite sales office/site.

SALES & OPERATIONS ASSISTANT SHOPPING CENTER MANAGEMENT CORPORATION | SM SUPERMALLS (MALL ADMINISTRATION OFFICE) Cavite City, Philippines (May 2021– Apr 2023)

• Greet and assist visitors, directing them to appropriate departments or individuals, ensuring a welcoming and professional atmosphere.



- Manage incoming phone calls, respond to inquiries, schedule appointments, and maintain the receptionist area's organization and cleanliness.
- Assist the Manager with day-to-day operations, provide excellent customer service, and maintain relationships with mall tenants.
- Handle administrative tasks such as processing work permits, IDs, daily sales encoding, filing, scanning, and managing phone calls and tenant/customer concerns.
- Contribute to sales efforts by tracking and reporting sales data, assisting with promotional activities, and supporting the sales team in meeting targets.
- Manage office inventory, order supplies, and process customer invoices and billing statements, ensuring accuracy and resolving discrepancies.
- Oversee cash register operations, process payments, refunds, and returns, and ensure all transactions comply with company policies.

SALES & OPERATIONS ASSISTANT SM LIFESTYLE INC. | CINEMA AND EXHIBITION Cavite City, Philippines (Aug 2016 – May 2021)

- Greet and direct visitors, ensuring a positive first impression and efficient visitor flow while promoting services and offerings.
- Answer and manage phone calls, schedule appointments, and maintain organized records, while also assisting in sales inquiries and providing product/service information.
- Assist the Operations Manager with daily cinema operations, provide administrative support, address customer/client concerns, and help drive ticket sales and promotional efforts.
- Verify and process billings, ensuring accuracy, and coordinate necessary documents between departments, while supporting sales transactions and customer payments.

BUSINESS PROCESS ASSOCIATE AMERICAN DATA EXCHANGE CORPORATION (AMDATEX) Las Pinas City, Philippines (May 2015 – June 2016)

- Accurately input order information into the client-supplied application based on project specifications and verify data before proceeding.
- Follow standard operating procedures and work instructions while attending necessary training sessions.
- Report any issues encountered with client applications to the immediate superior for resolution.

ADMIN ASSISTANT JOLLIBEE FOODS CORPORATION Cavite City, Philippines (Oct 2014 – March 2015)

- Greet visitors, handle inquiries, and direct them to the appropriate department or personnel.
- Manage phone calls for the Operations Director, ensuring accurate message relay and calendar management, including meeting arrangements.
- Perform clerical tasks such as organizing files, scheduling appointments, assisting staff, and drafting correspondences.

EDUCATIONAL ATTAINMENT

Tertiary: Eulogio "Amang" Rodriguez Institute of Science and Technology

2012-2014

Cavite City, Philippines

Associate in Office Administration Major in Office Management

CHARACTER REFERENCE:

Mr. Romulo Ferrer Inventory Controller Golden Home Realty Development Inc. Cavite, Philippines +639273870060 Ms. Corazon Soliman Administrative Officer Absolute F&B Facilities Management LLC Dubai, United Arab Emirates +971528579968

Ms. Geraldine Gasataya

Corporate Affairs Coordinator- Regulatory ANDS Electronics and Accessories Trading LLC Dubai, United Arab Emirates +971556175491

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

Louielyn M. Molano