

LOUIELYN M. MOLANO

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Nationality: Filipino
Birthdate: October 2, 1995
Visit Visa (Available to start work immediately)



PROFESSIONAL SUMMARY

With 8 years of experience in administrative support and customer service, I excel in managing daily operations, greeting and assisting visitors, and handling phone inquiries. I have a strong track record of supporting managers, maintaining relationships with clients and tenants, and driving sales efforts through promotions and customer service. Additionally, I am skilled in processing billings, managing office supplies, and overseeing cash register operations. My attention to detail and ability to handle multiple tasks ensures smooth and efficient office and sales operations.

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.
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Ms. Corazon Soliman
Administrative Officer
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Ms. Geraldine Gasataya
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I hereby certify that all information above is true & correct to the best of my knowledge and belief.


Louidlyn M. Molano