

JECHEL ANN VILLASTIQUI

Receptionist/Administrative Assistant

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ADMINISTRATIVE SUPPORT

A highly skilled and service-oriented administrative professional with extensive experience managing office operations and providing exceptional support. Proven ability to expertly handle confidential information, streamline administrative processes for improved accuracy and efficiency, and deliver top-notch customer service, resolving complaints effectively. Expert in database management, document control, and business correspondence. Possesses exceptional communication, interpersonal, and relationship-building skills, coupled with a rapid grasp of new concepts.

CAREER EXPERIENCE

Receptionist/Administrative Assistant | Vista Automtion Netork FZ-LLC | Dubai | Jul 2024 - Present

- Handled mail and deliveries promptly.
- Greeted and directed visitors professionally.
- Managed multi-line phone systems efficiently.
- Maintained office supplies and equipment.
- Assisted with data entry and filing.
- Provided general administrative support.
- Setup accommodation and entertainment arrangements for company visitors.

Secretary | Emerald Shipping Management L.L.C | Ajman | Jan 2024 - Jun 2024

- Organised and maintained filing system for easy staff access.
- Welcomed arriving visitors and directed to appropriate meeting rooms.
- Offered continuous assistance with photocopying, scanning and basic clerical support to help staff maintain smooth workflow.
- Scanned and uploaded documents into digital filing system.
- Addressed inquiries and responded via email or telephone follow-up.
- Built positive relationships with customers and clients to maintain outstanding service provisions.

Teller/Accounting Assistant/Customer Service Assistant | Philippine Business Bank | Quezon City | Jan 2016 - Jun 2023

- Processed high-volume cash transactions, ensuring accuracy and efficiency.
- Managed customer account transfers and inter-branch transactions.
- Provided exceptional customer service, resolving inquiries and proactively suggesting relevant products.
- Maintained meticulous currency handling and reconciliation procedures.
- Conducted accurate currency exchange transactions.
- Mentored and trained new tellers on operational procedures and compliance.
- Ensured strict adherence to security protocols and fraud prevention measures.
- Successfully promoted new products and services, driving customer loyalty and branch growth.
- Processed certified cheques and opened new accounts.

EDUCATION

Bachelor of Science in Commerce Major in Management, Daniel B. Peña Memorial College Foundation, Albay | 2012

AREAS OF EXPERTISE

- Business Administration
- Correspondence/ Data Entry
- Electronic Filing System
- Database Management
- Microsoft Office
- Customer Service

PERSONAL DETAILS

Nationality

Filipino

Date of birth

22 Aug 1989