



# SHEILA MARIE C. LEMOS

📍 BAYBAY, PHILIPPINES 6521

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## SUMMARY

Knowledgeable Administrative Assistant dedicated to improving procedures for file movements, eliminating unnecessary storage and maintaining secure information. Verifies documents, researches problems and implements effective solutions. Collaborative team player seeking challenging and dynamic work environment. Offers proactive and pre-emptive approach to effectively meet customer needs. Resourceful individual completes administrative tasks with meticulous attention to detail. Proactively strengthens internal processes using excellent organisation and communication skills. Approachable team worker with flexible attitude. Adaptable. Meets job demands and deadlines through diligent work-ethic and dedication to quality. Responsible, passionate about delivering outstanding quality and service. Offering twenty two (22) years of experience in the agency. Customer-focused.

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## EXPERIENCE

### **ADMINISTRATIVE AIDE VI**, 08/2022 - Current

**Visayas State University**, Baybay, Philippines

- Answered phones and performed clerical office functions to address queries and concerns to management.
- Greeted visitors and appropriately directed to designated areas.
- Handled client correspondence and internal communications in professional manner.
- Received, sorted and directed incoming mail to maintain good communication channels.
- Performed administrative tasks, document management
- Organised and stored hardcopy files.
- Booked business travel and accommodation, communicating booking information to relevant staff.
- Performed administrative tasks, document management and report development for inter-departmental use.
- Coordinate office events by reserving venues, communicating schedules and coordinating setup.
- Managed document control duties to reduce errors and maintain accurate records.
- Coordinated communications between various departments to schedule

- meetings and keep company informed on critical matters.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Updated client correspondence files and noted additions in file index.

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**ADMINISTRATIVE AIDE IV, 05/2017 - 01/2021**

***Visayas State University***, Baybay

- Updated client correspondence files and noted additions in file index.
- Performed administrative tasks, document management
- Handled client correspondence and internal communications in professional manner.
- Answered phones and performed clerical office functions to address queries, concerns and issues, to management.
- Received, sorted and directed incoming mail to maintain good communication channels.

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**ADMINISTRATIVE AIDE III, 09/2015 - 01/2017**

***Visayas State University***, Baybay, Leyte

- Performed administrative tasks, document management
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Received, sorted and directed incoming mail to maintain good communication channels.
- Answered phones and performed clerical office functions to address queries, concerns and issues, to management.

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**CLERK II, 03/2001 - 01/2004**

***Visayas State College of Agriculture***, Baybay, Leyte

- Managed client communications by answering phones and corresponding through email.
- Operated and maintained various office machinery such as printers, fax machines and photocopiers to keep office running smoothly.
- Assessed customer needs through clear communication, anticipating and responding appropriately to queries.
- Supported office operations by taking on clerical duties.
- Responded to incoming requests for information or forwarded to appropriate individual.
- Prepared routine business correspondence for office staff.
- Handled photocopying documents, updating files and faxing communications for staff.
- Answered telephone calls to offer information, direct callers and take messages.
- Received, routed and distributed incoming mails.

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**DATA MACHINE ENTRY OPERATOR I, 01/2001 - 02/2001**

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## SKILLS

- Resource management
- Transporting files
- Records management systems
- Deadline-orientated
- Tracking documents
- Coordinating programme activities
- Microsoft Office proficiency
- Interpersonal communications
- Appointment scheduling
- Administrative operations
- Tech-savvy
- Multitasking and prioritisation
- Routing correspondence
- Meeting logs management
- Transmitting files
- File maintenance
- Customer service orientation
- Strong interpersonal skills

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## EDUCATION

**Visayas State University, Baybay, LEY**  
**Master of Science: Language Teaching**

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**Visayas State College of Agriculture, Baybay, LEY, 2000**  
**Bachelor of Science: Development Communication**

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**Canossa School, Santa Rosa, LAG, 1996**  
**High School**

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**San Lorenzo School of San Pedro, San Pedro, LAG, 1992**  
**Elementary**

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## CERTIFICATIONS

- Non-professional Driver's Licence
- Civil Service Sub-Professional certified

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## LANGUAGES

**English:**  B1  
Intermediate

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## SEMINAR, TRAININGS ATTENDED

- Internal Quality Audit Training in Conformance with ISO 19011:2018 - AGF - August 14-15, 2023
- Gender Sensitivity Orientation - Visayas State University Gender Resource Center  
July 11, 2023
- Training-Workshop on Root Cause Analysis  
November 17, 2022  
Quality Assurance Center, Visayas State University
- Orientation of Duties and Responsibilities of Deputy Document and Records Controller, Cascading of Documents and Records Control

September 7, 2022

Quality Assurance Center, Visayas State University

- ISO 9001:2015 Awareness Seminar  
August 30 and 31, 2022  
Quality Assurance Center  
Visayas State University
- Virtual Data Privacy Act of 2012 Awareness Seminar  
April 7, 2022  
Data Protection Office  
Visayas State University
- HIV/AIDS Peer Educators Training  
January 19-21, 2022  
Center for Continuing Education  
Visayas State University
- Webinar on Exercises for Obesity Prevention and Reduction  
September 17, 2021  
USHER  
Visayas State University
- ISO 9001:2015 Awareness/Re-awareness Webinar  
September 13, 2021  
Quality Assurance Center  
Visayas State University
- Webinar on Navigating the Digital Shift: Instructional Materials to Support the University's Flexible Learning  
March 18, 2021  
Visayas State University
- The Biggest Loser VSU Edition  
April 30, 2021  
Institute of Human Kinetics  
Visayas State University
- Webinar - Coronavirus vaccine: Are you willing to take the shot?  
February 23, 2021  
College of Arts and Sciences  
Visayas State University
- Webinar - Is CoViD Vaccine Right For You?  
February 23, 2021  
UPLB, College of Public Affairs and Development  
Center for Strategic Planning and Policy Studies
- Sexual Orientation and Gender Identity:  
Understanding and Coping Mechanism of the Filipino Youth  
February 17, 2021  
DOST-NAST
- Control Your Records before They Control You:  
The Basics of Records Management and Records Control  
January 27, 2021  
DOST-STII
- Seminar on Enhancing SUCs' Productivity Through Smart and Efficient

Records Management

October 16-18, 2019

Philippine Association of State Universities and Colleges

Hotel Rembrandt, Quezon City

- Orientation Workshop Among JO Clerks and Laboratory Technicians  
January 15, 2019  
Visayas State University
- Target Setting Workshop  
August 20-21, 2018  
Visayas State University
- Seminar-Workshop on Competency-Based HR System and Implementation  
of Competency-Based RSP and L&D  
July 4-6, 2018  
Visayas State University
- Records Management Training  
July 6-7, 2017  
Quality Assurance Center  
Visayas State University
- Community Guiding Training  
November 8-14, 2017  
Department of Tourism  
City Government of Baybay
- Seminar on Gender Matters:  
Mainstreaming in VSU's RDE Function  
July 12, 2017  
Visayas State University