



# MARIA ARLITA

## ISMA

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### PROFESSIONAL SUMMARY

Detail-oriented administrative professional accustomed to handling routine needs and special projects. Monitors and records expenditures, schedules appointments and proofreads documents prior to finalization. Hardworking and punctual individual familiar with administrative bookkeeping and records management software.

### SKILLS

- Excellent in Verbal and Written Communication Skill
- Microsoft Office Skills
- Typing Skills (35 wpm)
- Housekeeping
- Cleaning
- Receptionist Oversight
- Bookkeeping
- Proposal Writing
- Clerical Support
- Data Entry
- Records Management

### EXPERIENCE

#### ADMINISTRATIVE ASSISTANT II, DepEd Southern Leyte

September 2016 – April 2024

- Responsible for performing clerical duties, managing communication, scheduling appointments, maintaining records, assisting with meetings, managing office supplies, handling basic research, providing customer service, supporting projects, and ensuring the smooth operation of daily tasks.
- Maintains confidentiality, possess strong organizational skills, and be proficient in office software.
- Directed calls based on query type to streamline support.
- Ordered and distributed office supplies while adhering to fixed office budget.
- Organized and updated file systems, keeping records easily retrievable.
- Offered professional first impression to visitors and callers and gave knowledgeable assistance.

#### OFFICE STAFF, Provincial Treasurer's Office

July 2015 – August 2016

- Responsible managing communication, maintaining records, providing customer service, and supporting general office operations.
- Ensuring a smooth workflow and the overall efficiency of the workplace.
- Assisted staff with resources and paperwork to complete assignments.
- Prioritized tasks independently to best support office needs.
- Maintained confidentiality and discretion working with sensitive material.
- Scanned, indexed and stored records to manage filing system.

## EXPERIENCE

### **CUSTOMER SERVICE REPRESENTATIVE, Telephilippines Inc.** July 2015 – August 2016

- Responsible for addressing customer inquiries, resolving issues, and providing information about products or services. Handle incoming calls, emails, maintain a positive and helpful attitude, and strive to ensure customer satisfaction. Additionally, process orders, track shipments, and maintain accurate customer records.
- Kept records of customer interactions or transactions, recording details of inquiries and actions taken.
- Met personal, team and company goals in customer service environment.
- Managed customer calls efficiently in fast-paced call center environment.
- Documented, researched and resolved customer service issues.
- Built trusting relationship with customers to better understand needs.
- Used various tools and resources to identify trend behaviors to improve individual and team performance.

### **CUSTOMER SERVICE REPRESENTATIVE, APAC Customer Services Inc.** October 2009 – September 2016

- Responsible for addressing customer inquiries, resolving issues, and providing information about products or services. Handle incoming calls, emails, maintain a positive and helpful attitude, and strive to ensure customer satisfaction. Additionally, process orders, track shipments, and maintain accurate customer records.
- Updated records with details of customer interactions and transactions.
- Managed customer calls efficiently in fast-paced call center environment.
- Processed customer exchanges, refunds and bill adjustments to correct product or service problems.
- Determined charges for services requested, collected deposits and payments, or arranged for billing.
- Set up customer accounts in system and updated details to reflect current information.
- and team performance.

### **SERVICE CREW, Jollibee Inc., Maasin** April 2004 – May 2005

- Responsible for taking customer orders, preparing and serving food, maintaining cleanliness in the dining area, and providing excellent customer service. Restocking supplies, following food safety protocols, and contributing to a positive dining experience for customers.
- Handled service requests promptly and satisfied customers in full.
- Offered suggestions to reduce crew waste and improve performance against challenging service objectives.
- Prepared customer orders with speed and accuracy.
- Supported crew members by cross-training in different roles.

## EDUCATION

MASTER - PUBLIC ADMINISTRATION, Management  
March 2022  
The College of Maasin, Maasin City, Philippines

## EDUCATION

BACHELOR OF SCIENCE (BS) – BUSINESS ADMINISTRATION, Management  
March 2020  
CAP College Foundation Inc., Makati City, Philippines

BACHELOR OF SCIENCE (BS) – NURSING, Third year level  
April 2008  
The College of Maasin, Maasin City, Philippines

DIPLOMA – COMPUTER STUDIES  
March 2004  
Systems Technology Institute, Maasin City, Philippines  
The College of Maasin, Maasin City, Philippines

## ACCOMPLISHMENTS

- International Workshop on Leadership Skills Building for Non-Teaching Personnel for the Better Normal
- International Workshop on Academic and Action Research Capacity Building
- Most Outstanding Administrative Assistant II
- Best Performer – Net Positive Revenue (Award of Excellence)
- Rank 3 – July Agent One Report
- As the Quality Assurance Choice Awards 2012
- For Exemplary Customer Service Skills, Dependability and Dedication to Work

## INTERESTS

Play Volleyball, Soft ball, Table Tennis, Reading English Novels, Watching News and English Movies, Care-giving

## LANGUAGE

**English**  
Advanced (C1)