

Luvelle Beatrice Manalo

ADMIN. SUPERVISOR

Profile

To work in a professional environment that will allow me to use and apply my experience, knowledge, and expertise in customer service, administration, and management.

I offer myself in full service with dedication and determination to maintain a consistent workflow with integrity. I am confident that I can execute the job needed 100%.

Work Experience

HSE Admin Supervisor

Euro Gulf Safety Consultant, LLC

Mussafah, Abu Dhabi

May 2023 - December 2023

Admin. Assistant - Tagaytay Highlands

Tagaytay City, Cavite

September 2022 - January 2023

Purchase Support - PayPal, Inc. (Account: Venmo)

Alabang, Muntinlupa

August 2021 - September 2022

Personal Secretary - Manalo's Hardware

Batangas City

January 2021 - August 2021

Dealer Support Group Representative - iQor (RMS Collect Phils. Inc.) [Account: Metro by T-Mobile]

Dasmariñas, Cavite

September 2017 - January 2021

Contact

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Al Falah St, Abu Dhabi

Education

● De La Salle Health Sciences Institute

B.S in Radiologic Technology

Completed in October 2017

● Palm Crest International School

High School

Completed in April 2012

● Surge Marketplace

Certificate in Administrative and Office Management

Completed in April 2023

IELTS - International English Language Testing System

British Council

December 2019

Overall Score 7.0

Reference/s

Available upon request

Skills

- Adaptability to the workplace & job responsibilities
 - Administrative Tasks
 - Attention to details (Very good)
 - Collaboration Skills (Teamwork)
 - Communication Skills
 - Computer Proficiency (MS Office, GSuite)
 - Creativity
 - Customer Service
 - Interpersonal Skills
 - Multi-Tasking and Organization Skills
 - Phones, Chats and Emails Proficiency (Citrix, Avaya, Zendesk, 3CX, Five9)
 - Problem Solving
 - Professional Work Ethics
 - Prompt submission of projects or tasks
 - Schedule/Program Planning
 - Time Management
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CORE RESPONSIBILITIES

ADMIN SUPERVISOR/ HSE ADMINISTRATOR/ DOCUMENT CONTROLLER

- Attach all needed documents before submitting for Certification
- Collect and register all documents needed for archival
- Create work order documents, templates and manage requests for documentation
- Creating and planning of Engineers, Trainers and Drivers day-to-day schedule
- Creating and providing quotations for client queries (2 Hours allotted work time), as well as following up with the clients with regards to their queries
- Creating and submitting of weekly and monthly reports
- Cross verifying documents before submitting to Accounts Team
- Ensuring colleagues report to work or at project sites on time
- Ensuring details in Time Sheets or Attendance Sheets are complete (Sign, Stamp, Name of Client, Signature, Name of Attendees, Time In & Out, Grades)
- Ensuring the secure destruction and disposal of sensitive documents.
- File documents in physical and digital records and ensure appropriate storage
- Following up of LPO to develop business
- Implementation, evaluation and maintenance of the process of work within an office or other organization
- Maintain a physical copy of the quotations generated and LPO receipts in separate folders

- Maintaining office systems
- Maintaining the security of confidential documents
- Maintenance record of attendance sheet, appointment scheduling, calendar management, and meetings
- Managing and dealing with emails, letters, phone calls and other forms of correspondence
- Managing driver's diaries
- Review and maintain the accuracy of the records, editing where necessary to ensure they are up to date
- Retrieving files for other employees and customers when needed.
- Set up, copy, scan and store documents
- Tracking of incomplete or needed documents from the Engineers or Trainers for the submission and preparation of certificates and invoice
- timely, accurate and efficient preparation and management of documents
- Updating monthly Excel sheets (Job and Query sheets) - making sure all information needed has been filled out

CORE RESPONSIBILITIES – ADMIN. ASSISTANT

- Ability to prioritize tasks and meet deadlines
- Ability to type quickly and accurately (55+ wpm)
- Answering and screening telephone calls, and responding to emails, messages, and other correspondence
- Basic knowledge of MS Office (Outlook, OneNote, Word, Excel, PowerPoint)
- Basic knowledge of Gsuite (Google Calendar, Google Sheets, Google Meet, Google Documents, Google Drive, Google Mail)
- Compiling, proofreading, and revising drafts of documents and reports.
- Coordinating arrangements, meetings, and/or conference calls as assigned (Physical meeting rooms, Zoom, Google Meet, Microsoft Teams)
- Maintain confidential department files/records
- Manage database entry and client files, calendar, meeting coordination, and travel arrangements
- Order and maintain supplies
- Perform administrative tasks, including filing, photocopying, preparing reports, presentations,
- Write emails, memos, and letters

CORE RESPONSIBILITIES – CUSTOMER SERVICE SUPPORT

- Ability to create and respond to professional emails using canned answers or macros, and own skills with writing
- Ability to profile customer's needs and personalities during the call or tone in email (if they are a driver, expressive, analytical, or amiable)
- Ability to handle basic escalations like customer disputes (unauthorized charges in their account or card, lost debit card etc.)
- Able to deliver high scores with quality or CSats
- Basic knowledge of MS Office (Outlook, OneNote, Word, Excel, PowerPoint)
- Basic knowledge of GSuite (Google Calendar, Google Sheets, Google Meet, Google Documents, Google Drive, Google Mail)
- Basic knowledge of Teams and Zoom for effective online meetings with teammates/colleagues, supervisors, and managers
- Capable of meeting monthly metrics or KPIs
- Capable of providing the customer with detailed and accurate information of the terms and conditions of the service and mobile application
- Capable of helping the customer navigate their mobile application's interface and website interface
- Communicating, coordinating, and participating in meetings or team meetings to be able to contribute to the set target goal of the team aligned with the company's needs

- Handles customer's billing concerns and transaction history
- Handles chats, emails, and phones through Citrix, Avaya, Zendesk, 3CX, Five9
- Maintains a positive, empathetic, and professional attitude toward customers always
- Making sure that the customer's needs are met (so long as it is still under the correct process)
- Track orders through shipstation