

Leah Mae B.

Palomar



Objective

To secure an **Administrative Assistant/Secretary/Receptionist** position in a company that offers challenge and opportunity for my career development and to provide quality works results.

To gain new skills while utilizing my current expertise and employee satisfaction services within a positive environment.

Contact

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Personal Details

Age: 29 years old

Status: Single

Height: 153 cm

Weight: 55kg

Nationality: Philippines

Visa Status: Tourist

Eligibility

Degree: Bachelor of Science in Business Administration major in Marketing Management (2010-2014)

*My Degree is on process for UAE authentication

University: University of Iloilo-PHINMA

Summary

A diligent professional and consistently focused on results-oriented to my previous work. Gathered data of 300+ clients for profiling and encoding in the database, obtained very satisfactory individual performance for 3 ½ years and was Awarded as Regional Employee for 2 months. **Total of 8 years and 2 months experience in administrative roles, planning and organizing and customer relations services.**

Skills

- Able to do Administrative Assistant work such as; filing and organizing documents, encoding of data, crafting letters, taking minutes and facilitate meeting schedules, plans itineraries and book hotels and flights
- Ability to collaborate and coordinate with partners to achieve objectives/goals
- Good customer relations using strong communication skills
- Answering screening and forwarding incoming phone calls
- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Knowledgeable in MS Word, MS Excel, MS Powerpoint
- Detailed oriented in monitoring and gathering, and other computer-related works data of clients and projects
- Time efficient in submitting reports
- Enthusiastic team player in motivating others to accomplish goals
- Prioritize and organize tasks and deliver quality results
- Adaptable to new responsibilities and challenges
- Ability to Plan and organize events

Work Experience

Department of Social Welfare and Development (DSWD)

Position: **Project Development Officer II**

Location: Iloilo City, Philippines

Company Industry: **Government Agency-Social Services**

April 2015- September 2022

The Department of Social Welfare and Development (DSWD) is a national government agency that promotes the social development and protection of every citizens.

- Gathered data of 300+ clients for profiling
- Monitored livelihood projects of 200+ clients for status updating
- Encoded 300+ clients detail in a database
- Accomplished 150+ livelihood project proposals
- Planned and organized events such as Financial Assistance Pay-outs, Job Fair and partners Meetings
- Conducted BEST (Basic Employment Skills Training), screened/Interviewed applicants
- Recorded/inventory of livelihood projects for updating
- 100% of funds are Liquidated for livelihood projects with corresponding receipts and attached documents
- Collaborated with different government agencies and non-government partners to discussed program implementation and process
- Organized files and documents for convenient tracking in the office

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Seminars and Workshop attended

1.) Fire Safety Management in the Workplace

Conducted by: DSWD Field Office VI
Duration: 3 days (March 30, 2022)
Certificate of Participation

2.) Online Orientation on Administration and Reporting of Client Satisfaction Measurement Survey Form, Digitalization of Services, Reengineering of Services Citizens Charter Publication and Responding to Complaints

Conducted by: DSWD Field Office VI
Duration: 1 day (Feb. 28, 2022)
Certificate of Participation

3.) Project Management and Sustainability Training for the existing Monitoring Project Development Officers

Conducted by: DSWD Field Office VI
Duration: 3 days (August 13-15, 2018)
Certificate of Participation

4.) Capacity Building Training on Strategic Marketing and Basic Bookkeeping

Conducted by: DSWD Provincial Office
Duration: 4 days (Nov. 14-18, 2016)
Certificate of Participation

5.) Corporate Ethical & Social Responsibility Practices

Conducted by: University of Iloilo-PHINMA
Duration 1 day (August 23, 2013)
Certificate of Participation

Certificates/ Awards

- **Topnotcher Awardee** for Monitoring and Reports Submission (4TH Quarter CY 2021 and 1st sem CY 2022)
- **Topnotcher Awardee** for Project Proposal Submission (CY 2022)
- **Best Performing Project Development Officer** in Province of Capiz (CY 2019)
- **Certificate of Recognition** "Most Promising PDO in Project Monitoring" (CY 2021)
- **Topnotcher Awardee** for Fund Utilization Reports Submission (3rd Quarter CY 2021)
- **Most Improved Employee Award** (CY 2021)
- **Employee of the Month** "Certificate of Recognition" (December 2021 & July 2022)
- **Certificate of Appreciation** Presentation of Individual Accomplishment (CY 2020)

- Managed complaints with calm, and solving problems of clients using effective communication and providing step-by-step solutions
- Strategic, Sustainable, and Operational Planning
- Administrative related works (Printing, Scanning, photocopying, Plan Itineraries and facilitate travel documents)

PJ Lhuillier, Inc.

Position: **Branch Personnel**

Location: Iloilo City, Philippines

Company Industry: **Financial Services**

January 2019-March 2019

PJ Lhuillier Group of Companies (PJLGC) is a dynamic, multi-industry company that owns and operates businesses dealing with financial services such as pawning, remittance, microinsurance, micro-savings, and business to business micro loan solutions.

- Processed 30 clients a day for remittances domestic and international
- Processed 20 clients a day for bills payment
- Processed 10 clients a day for renewal of pawned items
- Conducted daily cash count from the vault to avoid deficit
- Accomplished 110%-150% branch quota on a daily basis
- Handle sales and marketing of company products
- Provided quality client services to enhance branch image and boost customer loyalty
- Administrative related works (Printing, Scanning, Filing of documents, recording and reporting daily sales and branch transactions)

Taytay Sa Kauswagan, Inc.

Position: **Remedial Management Assistant**

Location: Iloilo City, Philippines

Company Industry: **Microfinance**

Department: Audit

April 2014-December 2014

Taytay Sa Kauswagan, Inc. (TSKI), a non-stock, non-profit Christian Development Organization, is committed towards total human and community transformation through microfinance and other related services.

- Settled 100+ clients for past-due accounts in the assigned branch
- Accomplished branch quota by collecting past due payments of clients
- Facilitated the documents of newly enrolled clients
- Able to market company products to encourage more clients
- Crafted and sent a demand letter to clients that had past-due accounts
- Submission of monthly collection reports
- Coordinated with partners to conduct a settlement meeting with clients
- Facilitated settlements with clients and discussed payment terms
- Catered clients queries
- Administrative-related works (Printing, Filing of documents, planning of itineraries, and encoding the monthly report submission of collections)