

KRISSA RUSEL MUNIO

SECRETARY CUM DOCUMENT CONTROLLER
CUSTOMER SERVICE SUPPORT

CONTACT

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Road 1821, Block 318
Building 1353, Flat 24, Al Hoora
Manama, Bahrain

SKILLS

Organizational skills
Time management skills and ability to multi-task
Adaptability and ability to work under pressure
Analytical and problem-solving skills
Customer Service Excellence
Problem analysis and problem solving
Perform task efficiently and accurately
Decision making skills

EDUCATION

- Bachelor of Science in Business Administration Major in Financial Management**
Saint Louis College - San Fernando City
2012-2016
San Fernando City La Union, Philippines
- Bachelor of Science in Mathematics**
University of the Philippines – Baguio
2011-2012
Baguio City, Philippines

LANGUAGES

English 
Tagalog 

REFERENCES

Available upon request.

PROFILE

A good team member, self-motivated, focus, goal-oriented, and hard-working person. Initiative and very adaptable to all challenging roles and situations with a total more than six years of experience in the professional industry. Specializes in database management, administrative function, as well as customer service.

WORK EXPERIENCE

Secretary Cum Personal Assistant

E.N. Interiors W.L.L.
May 2023 - Present

- Answering calls, and making travel arrangements.
- Secretarial work and provide administrative support to the CEO.
- Preparation of quotations for submission.
- Prepare reports and Minutes of Meeting.
- Answer phone calls received and direct them appropriately.
- Devising/ maintaining office systems, including data management and filing.
- Preparing communications on the employer's behalf – drafting, formatting, and proofreading.

Secretary Cum Document Controller

Cyprus Cybarco Tabet JV W.L.L.

November 2019 - April 30, 2023

- Preparing documents (transmittals, approvals, drawings, reports, agenda, letters, submittals, etc.) to be sent or receive to and from site, subcontractors, consultant, client and suppliers.
- Organizing and logging documents (transmittals, approvals, drawings, reports, agenda, letters, submittals, etc.) sent and received for easy tracking.
- Archiving, scanning, printing, recording, and filling incoming and outgoing correspondences.
- Scheduling and coordinating meeting arrangements.
- Monitoring email of the project at hand to convey important communications that were received.
- Prepare documentation of the project progress as per format required by client and/or consultant.
- Assisting in the tendering department from time to time via calling subcontractors for quotations required in the tender.
- Assist in preparation of tender documents for submission (box dividers, binding, printing, and scanning).
- Secure soft and hard copy of incoming and outgoing documents orderly and systematically.
- Ensuring that documents are properly distributed to relative organization members.
- Making sure organization and management documentations are current version and accessible.
- Tracking files and recording them if they were taken from the file room.
- Demonstrated proficiency with Document Control management software (SCENARIO)

Customer Service Support

Concentrix

January 2018-October 2019

- Assisting business customers regarding their bills and services.
- Providing better understanding on the licenses they are to sell.
- Inform and explain customers which licenses sold where billed.
- Provide specific contact point for Technical Support.
- Educating business customers the selling point of some Microsoft licenses.
- Give information regarding selling points of Microsoft licenses to corporations via call, chat and email in a timely matter acceptable.
- Analyze how the charges were incurred by the business' customer via computation.
- Explaining and specifying requirements to become a Microsoft Partner.

Customer Service Representative

Ibex Global

November 2016-December 2017

- Handle sales for cable, internet, phone and cellphone services. I provide customer service with a positive aura.
- Provide explanation and give a better understanding on the bills customers received.
- Inform and educate customers the services they are getting.
- Assist customers in getting the plan suited for their preferences by asking them questions that will lead to answers and specifications they desire.
- Provide different retention options to customers who are trying to disconnect services.
- Guarantee that customer get the best support prior to disconnecting.
- Maintaining customers' accounts on the system.
- Updating customers' information as per customers' requests.
- Making sure to secure the customer's account.

Accounting Staff

Club Filipino

May 2016-November 2016

- Provide optimal level of services to all customers and ensure compliance to facility policy.
- Administer outbound call to customers to collect accounts receivables.
- Assisting on the auditing of inventories to ensure that they are align with the company's financial allocation.
- Answering customers queries through phone calls.
- Handle accounts and billings of the members.
- Checker reliever to make sure orders are incorporated properly on the bills customer are receiving.
- Making sure that cash and receivables tally with the sales for the day and for the entire month.