



EMILYN V. PARADO

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Manama, Bahrain

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### **PROFESSIONAL HIGHLIGHTS:**

A team player with a commitment to customer service, has the ability to communicate confidently at all levels, plenty of initiative and a genuine desire to contribute the ongoing success of the office.

Recognized as an individual who can go the extra mile to resolve the problem of clients and coworker.

Record of following employer's policies and procedures perfectly.

### **STRENGTHS:**

- Have high sense of urgency and able to make effective decisions in timely manner.
- A highly professional telephone manner
- Handled customer inquiries, complaints, billing questions and payment service requests.
- Patient, calm under pressure and customer service oriented

### **SPECIAL SKILLS:**

- Proficient in Microsoft office, like MS Excel, MS word, PowerPoint and outlook
- Have mathematical background
- Can handle any computer software

### **WORK EXPERIENCE:**

#### **1. Office Secretary**

Sandrose Petroleum Consultancies

Palace road, Manama

March 2020 – Present

Job description:

- Building management, handled rent collection, issued receipt/invoice, checking maintenance work, checking clients quotation, following up payments, processing and paying bills of EWA, BATELCO, LMRA, GOSI/SIO
- Drafting, Making contract, letters, and encoding, editing, sending and receiving correspondence, scanning, taking notes, organizing the office, filing documents properly and maintaining office supplies.
- Input data and update information to computer software, making spreadsheet for daily and monthly report, handled bank deposits, expenses, petty cash, and reporting to director. Keep confidential documents.

## **2. Sales Clerk cum Customer Service**

AL Haram Center, importing and exporting Ltd.

Maameer Branch, Bahrain

October 31, 2018 – February 2019

### **Job description:**

- Greeting the customer properly, helping the customers of what they need and suggesting product options
- Handled customer complaints, solving problem and reporting to Manager.
- Replenishing items, arranging display, requesting product order, maintaining inventories, barcoding and checking prices.
- I also worked in counter as reliever by receiving and processing product purchases thru POS, accepting mode of payments, processing return and exchange, and explaining the policy.
- At the end of shift, I checked daily sales transaction, prepared sales summary and balancing sales report

## **3. Secretary Part time**

Construction Company (UACC)

August 2018 to Oct.9, 2018

### **Job description:**

- Drafting, Editing, typing, scanning and filing papers properly.
- Assist engineers for the filing of drawings, projects, handling contract and making quotations
- Maintaining computer software, updating information and entering data
- following up clients, answering telephone calls appropriately.
- Issuing of invoice, maintaining inventories and office supplies.

## **4. ADMINISTRATIVE assistant**

Pascolli Accessories

Dragon city, diyar Muharraq

Oct. 9, 2017 to June 30, 2018

### **Job description:**

- Welcoming and assist clients, answering telephone calls and solving problem
- Process and arranged transfer of goods and request, received product shipments
- Checking attendance and arranged schedule.
- Checking of sales invoice carefully, preparing of sales report and making spreadsheet.
- Handled bank deposit and cash reconciliation.
- Maintaining computer software by updating and entering data
- Answered emails, sending and receiving correspondence
- Making quotations, encoding, editing, scanning and filing papers properly

**5. CASHIER cum customer service**

Real Taste Corp. Inc. (Arabic Sweets pastry and NUTS)

Arad, Bahrain

July 2014 – October 2017

**Job description:**

- Engaging customers and offering product information.
- Answering telephone calls and place special orders and ensure time delivery.
- Processed product purchases through Point of Sale.
- Process return and exchange, explaining policy
- Making quotations of orders and following up of Client Order
- Handled customer complain, and solve customer problem in person or telephone calls
- Balancing Sales transaction and do inventories, preparing sales report.

**6. CASHIER**

Taj Plaza Hotel Manama, Kingdom of Bahrain

November 1, 2013 - June 2014

**Job description:**

- Interacting with the guest through telephone calls, answering customer inquiries and concerns
- Taking order and processed bill through IDS.
- Balancing cash sales transaction and other mode of payments and prepare sale summary report

**7. Philippine Savings Bank**

San Fernando City, La Union Philippine

October to November 2004

**Land Bank**

San Fernando City, La Union Philippines

December to February 2006

**Job Description: Job training**

Regular transactions include accepting and processing of new accounts, encoding customer's profile and answering telephone calls, filing of records, faxing and input data in computer, answering inquiries.

**EDUCATIONAL BACKGROUND:**

- **Tertiary : Graduate**  
**Bachelor of Science in Commerce major in banking and finance**  
Saint Louis College (2001-2005)  
San Fernando City, La Union Philippines
- **Secondary: Graduate**  
Saint Christopher Academy  
La Union, Philippines (1997 - 2001)
- **Primary: Graduate**  
General Prim East Elementary School  
La Union, Philippines (1991-1997)

**COLLEGE ACTIVITIES:**

- Organization: 3rd yr.- Junior Finance Association  
Position Held: Public Relation Officer Organization
- 4th yr. Junior Finance Association.  
Position Held: Member

**PERSONAL DATA:**

- Passport No. : P0967732A
- Date Issued. : November 19, 2016
- Validity date. : November 18, 2021
- Place of Birth. : Philippines
- Date of Birth. : April 11, 1984