

ROWENA MOJICA

Receptionist/Admin Assistant/Call Center Agent/Customer Service Representative/Waitress
Financial Center, Sheikh Zayed Road, Dubai, UAE | +971-526127846 | rowenamojica17@gmail.com



PROFESSIONAL PROFILE

Experienced: 2 years in administrative support and office reception in a corporate setting. 2 yrs in Business Process Outsource as Call Center Agent Promoted and one of the Top Agent in the Site. Personable and professional under pressure with motivated, energetic nature. Strong management abilities, able to perform administrative task and back office management duties simultaneously. Possessing strong social skills and a great repertoire with management, clients, and visitors alike.

RELEVANT WORK HISTORY

BADEN BPO & SOFTWARE LLC

Call Center Agent Outbound Sales | AUGUST 2020- SEPTEMBER 2020

- ♦ Deliver prepared sales talk, reading from appropriate scripts with rebuttals and with confidence to speak with the Business Owner based in USA
- ♦ Initiated high volumes of outbound calls
- ♦ Contacted Business Owner by using automatic dialing system with the Ingnuity software.
- ♦ Convinced Customers to buy services by following a prepared sales talk to give service and software information, service demonstration, and price quotations
- ♦ Persuasively engage the customer in conversation to explain how the service will add value to their business and meet their needs.
- ♦ Secured information by completing data base backups
- ♦ Worked with team members on the production floor to meet sales and performance goals.

KIDO NURSERY

RECEPTIONIST ADMIN ASSISTANT | FEBRUARY 2020 – MAY 2020

- ♦ Greets and welcome students, parents, teachers and staffs as appropriate..
- ♦ Updates the school Enrollees information and calendar in the system.
- ♦ Maintained accurate school records such as teachers and staff files.
- ♦ Responds to telephone/email enquiries from parents.
- ♦ Reports premises faults, damages, incidents and other occurrences to the school
- ♦ Prepares invoices/receipts, cash registers monthly expenses.
- ♦ Responsible for all general administrative and clerical works.
- ♦ Handled payment online for school renewal fees, and petty cash
- ♦ Deposits checks and cash to the bank in a weekly basis.
- ♦ Reconciles checks and cash payments to HR team.

PRAESIDIUM ADVISORY LIMITED DUBAI

RECEPTIONIST ADMIN ASSISTANT | OCTOBER 2017 – FEBRUARY 2020

- ♦ Managed the Reception and acting as a strong gate keeper.
- ♦ Answering, forwarding and screening phone calls.
- ♦ Email clients and service providers for scheduled meetings, payment collections and other important matters.
- ♦ Responsible for MD's Daily Diary, booked flights, booked hotels and restaurants for external business meetings.
- ♦ Responsible for inventories, ordering stationeries in monthly basis and pantry supplies in weekly basis.
- ♦ Handles Petty Cash and carry out cheques collections, deposits and encashment to the bank.

- ♦ Assisted colleagues to administrative task and performed Ad hoc duties.

VXI GLOBAL HOLDINGS PHILIPPINES (WESTERN UNION MONEY TRANSFER)

CUSTOMER SERVICE REPRESENTATIVE | SEPTEMBER 2015 – 2017

- ♦ Received volumes of inbound calls.
- ♦ Processed transactions by phone for bills payment, Direct to bank payments, and refund transactions.
- ♦ Escalates and expedites money transfers.
- ♦ Processed money transfer both sending and receiving transactions.

AXA INSURANCE DAVAO PHILIPPINES

LICENSE INSURANCE ADVISOR | FEBRUARY 2015 – JULY 2015

- ♦ Recommended Life and Health Insurance to client
- ♦ Assess clients to determine their current income, expense, financial objectives and tax status and what insurance coverage they can invest.
- ♦ Explained complex insurance concepts and principles in an easy way to understand with visuals presentation.
- ♦ Initiated house to house visits for client's convenient time.

NEW CITY COMMERCIAL CORPORATION (NCCC DAVAO)

STAFF/LIASON – INTERNSHIP/ APRIL – JUNE 2014

- ♦ Assist in the preparation of regularly scheduled reports
- ♦ Provided general support to admin team and all branches of Mall.
- ♦ Surveyed shoppers concern, and spot checked for mall agents
- ♦ Coordinated with customers to join specific contest and promos.

HAPPY TIME IZAKAYA JAPAN (JAPANESE SNACK BAR) 2009-2010

WAITRESS

- ♦ Welcoming Customers
- ♦ Takes proper order
- ♦ Prepare alcohol and non-alcohol beverages for customers.
- ♦ Provide customers with accurate bills, and process payments.
- ♦ Ensure customers served well and give satisfaction.

BOUQUET IZAKAYA JAPAN (JAPANESE PUB RESTAURANT) 2006-2008

WAITRESS/ RECEPTIONIST /ENTERTAINER

- ♦ Greets and welcoming customers and escort to their tables.
- ♦ Taking food and Beverage Orders and serve to customers.
- ♦ Offer menu recommendations and Up-sell new product to customers.
- ♦ Coordinated with the Japanese Head Chef for customer's food special request.
- ♦ Manage customer's song request whether English or Japanese Song and escort them to the stage.
- ♦ Shows dancing/singing number and group presentation during special events.

EDUCATION

UNIVERSITY OF MINDANAO

BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, CLASS OF 2014

PHILIPPINE COLLEGE OF TECHNOLOGY

COMMERCIAL COOKING, APRIL 2011 –JULY
2011

SKILLS

- ♦ Can adopt easily and learn new office systems
- ♦ Skillful and effective use of MS Office Suite, as well as cloud-based systems (Google Drive, Outlook)
- ♦ Typing speed
- ♦ Communication Skills
- ♦ Multitasking
- ♦ Customer Service
- ♦ Proficient with CRM systems, World Check One KYC Screening and Due Diligence
- ♦ Can Speak and Understand Japanese Language