



**TETCHIE MEDRANO MIRANDA**  
AL MANKHOOOL STREET, BUR DUBAI, DUBAI, UAE © 055-7133186  
EMAIL: [tetchiemedrano@yahoo.com](mailto:tetchiemedrano@yahoo.com)

**Professional Summary:**

Seeking for a position that best utilizes my skills and knowledge obtained from my experiences and academic study. I have strong analytical skills, fast learner, and willing to be further trained. I provide positive attitude and proven record of leadership, reliability and responsibility.

**Skills:**

- ✓ Team Building / Team Work
- ✓ Computer literate and the use of World Wide Web. Proficient in the following: MS Office Applications, Nimble E-commerce & Orjit Systems.
- ✓ Exceptionally good in interpersonal and communication skills. \*Hardworking and energetic; flexible and fast-learner
- ✓ Attention to detail

**Work History:**

**Receptionist/Administrative Assistant (Reliever)**

**Delonghi Kenwood MEIA FZE**

**Office 1209, Downtown, Jafza View 18 – 11/2021 – December 08, 2021**

**Receptionist (Reliever)**

**Aujan Group Holding**

**Obero Center, Business Bay, Dubai – 13/07/2021 – August 26, 2021**

**Receptionist (Reliever)**

**Danaher Business System**

**Healthcare City, Dubai – 03/29/21 – April 18, 2021**

**Customer Service Representative/Receptionist cum Administrative/Sales**

**The BigFish Online Services DMCC & Yallabanana.com**

**Armada Tower, JLT - 03/2016 – October 30, 2019**

**Receptionist & Customer Service Representative**

- ✓ Serves visitors by greeting, welcoming and directing them appropriately, notifies company personnel of visitor's arrival.
- ✓ Provides basic and accurate information in-person and via phone/email
- ✓ Ensure reception area is tidy and presentable.
- ✓ Answer, screen and forward incoming phone calls
- ✓ Expedite the resolution of customer's problem and complaints to maximize the satisfaction.
- ✓ Keeping in contact with existing customers in person and by telephone
- ✓ Ensuring high levels of customer satisfaction through the excellent sales service
- ✓ Assisting customers with planning and booking reservations. (Hotel Room, Car Rental, Airplane Tickets and other stuffs we have on our website.
- ✓ Helping customer's plan travel itineraries by suggesting local tourist attractions and places of interest
- ✓ Assess customer needs and provide assistance and information on product features.
- ✓ Contributes to team effort by accomplishing related results as needed.

**Sales**

- ✓ Finding new sales leads, agreeing sales, prices, contracts and payments.
- ✓ Present and promote our website using solid arguments to existing and prospective merchants.
- ✓ Maintaining, establishing and developing positive business and customer relationships to ensure future sales.

**Administrative Secretary/Receptionist**

**Jizan Sea Cargo Services L.L.C**

**NBAD Bldg. Al Qouz 1 - 05/2013 to 12/2014**

- ✓ Performed accounts receivable duties including invoicing, researching, discrepancies and reconciliations.
- ✓ Provides both clerical and administrative support to professionals either as a part of a team or individually.
- ✓ Involves with the coordination and implementation of office procedures.
- ✓ Oversee and supervise the work of junior staff.
- ✓ Involves both written and oral communication, word processing and typing, organizational and presentation skills, as well as the ability to multi-task and work well under pressure.

**Customer Service Representative**

**Landmark Group of Companies/Entertainment and Leisure (Fun City) Marina Mall Abu Dhabi - 02/2012 to 03/2013**

- ✓ Attracts potential customers by answering product and service questions as well as suggesting.
- ✓ Recommends potential products and services to management by collecting customer information and analyzing customer needs.
- ✓ Resolves products or services problems by clarifying the customer's complaint and determining the cause of problem; Selecting the best solution to solve the problem; expediting corrections or adjustments; Following up to ensure resolution.
- ✓ Contributes to team effort by accomplishing related results as needed.

**Office Associate/Administrative Assistant**

**Banco De Oro Universal Bank**

**Pacific Star, Makati Philippines - 11/2010 to 02/2012**

- ✓ Monitoring/Registering/Compliance of Confidential Documents.
- ✓ Making sure all confidential documents (Land or Condo Units title, Tax Declaration and Clearances) are secured in the vault.
- ✓ Maintain paper and electronic filing (scanning) for records.
- ✓ Performs routine clerical and organizational tasks. Organize files, draft messages.
- ✓ Meeting the Deadlines and Target every Month.

**Office Associate/Administrative Assistant**

**Liwayway Marketing Corporation**

**Pasay City, Philippines - 05/2010 to 11/2010**

- ✓ Kept documents well organized.
- ✓ Route and distribute incoming mails and emails.
- ✓ Operates telephone, fax machines and other office equipment
- ✓ Processed accounts receivable and accounts payable.

**Education:**

Bachelor of Science in Business Administration (Major in Marketing)

Pamantasan ng Lungsod ng Pasay – F.B Harrison Pasay City, Philippines - 06/2006 to 04/2010

**Additional Information:**

**Date of Birth:** Sept. 25, 1990

**Citizenship:** Filipino

**Visa Status:** Husband's Visa Valid till 2022

**Certified True and Correct**

Tetchie Medrano Miranda

0557133186 / [tetchiemedrano@yahoo.com](mailto:tetchiemedrano@yahoo.com)