



MARIEL M. CAILAO

ADMINISTRATION OFFICER

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📍 Deira, Dubai UAE

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CAREER OBJECTIVES

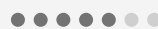
To present my dedication, worthy and energetic employee in a progressive organization as any suitable job that gives me a chance to apply my knowledge and skills, and become a member of a team that dynamically work towards the growth of organization.

SKILLS

Customer Service



Problem Solving



Computer Literate



Multitasking



WORK EXPERIENCE

ADMINISTRATION OFFICER

Figaro Coffee Company

Jul 2019 - Dec 2021

- Manage office supplies stock and place orders
- Maintain and update company databases
- Organize a filing system for important and confidential company documents
- Answer queries by employees and clients
- Update office policies as needed
- Maintain a company calendar and schedule appointments
- Book meeting rooms as required
- Distribute and store correspondence (e.g. letters, emails and packages)
- Prepare reports and presentations as assigned
- Arrange travel and accommodations as needed

CUSTOMER SERVICE REPRESENTATIVE

The Results Company

Jan 2017 – May 2019

- Answer inbound calls in a timely and friendly manner
- Evaluate problems and complaints of the callers and provide proper solutions to them
- Respond to the needs of customers and provide personalized service
- Provide information on the company's products or services and generate interest in the offer
- Upsell products and services
- Research needed information using available resources
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Report on customer feedback
- Complete call logs and reports
- Manage & update customer databases

PERSONAL DETAILS

Date of Birth : April 11, 1992

Birthplace : San Mateo, Rizal, Philippines

Nationality : Filipino

Gender : Male

Religion : Christian

EDUCATION HISTORY

San Mateo Municipal College

Business Administration College Undergraduate