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Al Quoz 1, Dubai, UAE

MARY LORAIN M. GODOY
Admin Assistant

WORK EXPERIENCE

October 2024 –
May 31, 2025

Admin Assistant - Star Future Swimming Pool Maintenance LLC
Al Quoz 4, Near Al Ahli Driving Center, Dubai

- Handle and organize company records, including service schedules, invoices, and client agreements.
- Maintain and update the company's CRM system with client information and maintenance histories.
- Prepare and distribute quotes, contracts, and service agreements to clients.
- Respond promptly to client inquiries via phone, email, or chat regarding services, schedules, or issues.
- Handle customer complaints or concerns, ensuring timely and satisfactory resolutions.
- Follow up with clients for feedback and ensure recurring maintenance appointments.
- Manage and optimize schedules for technicians to ensure timely service delivery.
- Coordinate with the team to allocate resources for urgent or emergency maintenance tasks.
- Maintain communication between clients and field staff to confirm appointments or service delays.
- Order office supplies and ensure the workspace is organized and efficient.
- Manage company communications, including incoming and outgoing mail.
- Organize team meetings, prepare agendas, and take minutes for record-keeping.
- Ensure all maintenance tasks and procedures are documented and comply with health and safety regulations.
- Maintain licenses, certifications, and insurance documents for the company and staff.
- Prepare reports and documentation for regulatory inspections or audits.

May 2023 –
August 2024

Secretary - DENR CENRO Baybay, Baybay City, Leyte, Philippines

- Develop and implement environmental policies and programs.
- Enforce environmental laws and regulations.
- Manage natural resources sustainably and promote conservation.
- Engage with stakeholders and represent DENR in forums.
- Lead disaster mitigation and environmental emergency responses.
- Oversee DENR offices, budgets, and operations.
- Promote research and innovation in environmental management.
- Ensure transparency and report on environmental initiatives.

August 2022 –
March 2023

Office Clerk - Exquisite Lending Services Inc.

Ramon Magsaysay, Baybay City, Leyte, Philippines

- Manage client records and loan documentation.
- Coordinate loan application processing and approvals.
- Handle customer inquiries and provide support for loan services.
- Maintain schedules for payment collections and follow-ups.
- Process invoices, payments, and financial reports.
- Ensure compliance with lending regulations and company policies.
- Oversee office supplies and general administrative tasks.
- Support marketing efforts through communication and promotions.

May 2021 –
July 2022

**Saleslady – Prince Hypermart Baybay, M.L Quezon, cor Andres
Bonifacio St, Baybay City, Leyte, Philippines**

- Assisting customers with inquiries and complaints.
- Recommending products based on customer needs.
- Demonstrating persuasive communication to close sales.
- Stocking shelves and maintaining product displays.
- Assisting in receiving and checking deliveries.
- Working well with team members and supervisors
- Resolving customer complaints quickly and effectively.
- Maintaining efficiency and speed during peak times.
- Willingness to work weekends, evenings, or holidays if needed.
- Providing a friendly and helpful shopping experience.

EDUCATION

3rd Year Level
2019 – 2021

Bachelor of Science in Hospitality Management

Visayas State University, Pangasugan, Baybay City, Leyte, Philippines

SKILLS

Personal

- Strong attention to detail and accuracy.
- Adaptability and flexibility in dynamic environments.
- High level of integrity and professionalism.
- Proactive and self-motivated with a strong work ethic.
- Collaborative team player with leadership potential.
- Ability to stay calm under pressure and manage stress.
- Positive attitude and strong interpersonal rapport.
- Quick learner and open to new challenges.

Professional

- Excellent organizational and time-management abilities.
- Strong communication and interpersonal skills.
- Proficient in Microsoft Office Suite, Google Workspace, Excel
- Skilled in data management, reporting, and analysis.
- Adapt at handling confidential information with discretion.
- Expertise in customer service and conflict resolution.
- Ability to multitask and prioritize tasks effectively.

VISA STATUS

- For Cancellation