



Raymond Pedregosa Dollete

Diligent Administrative and Customer Service Assistant with a diverse background spanning two years. Adept at seamlessly integrating administrative functions with customer service responsibilities to ensure a holistic and efficient approach. Known for maintaining a customer-centric focus while supporting administrative operations.

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📍 Al-Khalid Building, Karama, Dubai, United Arab Emirates

WORK EXPERIENCE

Admin Assistant and Customer Service Assistant

March 2021 – June 2023

Agusan del Sur Electric Cooperative, Inc.

San Francisco Agusan del Sur, Philippines

- Successfully organized and managed schedules for executives, ensuring efficient time utilization and timely execution of tasks.
- Prepared and edited various documents, presentations, and reports with a keen eye for detail and accuracy.
- Implemented effective organizational systems, contributing to a streamlined and well-structured work environment.
- Cultivated positive relationships with clients, addressing inquiries, and proactively resolving issues to ensure high levels of customer satisfaction.
- Adept at managing diverse responsibilities concurrently, balancing administrative duties with customer service tasks effectively.
- Demonstrated strong communication skills in liaising with clients, internal teams, and management, fostering effective and transparent communication channels.
- Applied a proactive and solution-oriented approach to identify and address customer concerns promptly, ensuring a positive customer experience.
- Proven track record of delivering outstanding customer support, addressing inquiries, and resolving issues promptly to ensure a positive customer experience.
- Proficient in utilizing office software and customer relationship management (CRM) tools to optimize workflow and maintain accurate records.
- Quickly adapted to and mastered new technologies, ensuring efficient and up-to-date use of tools to enhance both administrative and customer service functions.
- Collaborated effectively with various departments, contributing to a collaborative and supportive work culture.
- Valued as a reliable team member, consistently contributing ideas and efforts to achieve collective goals.

EDUCATION

Business Administration Major in Operations Management

June 2022

Southway College of Technology

San Francisco Agusan del Sur, Philippines

SKILLS

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|---------------------------|------------------------------|---------------------------|------------------|
| -Administrative Expertise | -Customer Service Excellence | -Multitasking Proficiency | -Problem-Solving |
| -Technology Utilization | -Communication Skills | -Team Collaboration | -Professionalism |

LANGUAGES

English

Tagalog