

Summary

Graduate of Computer Secretarial at Lipa City Colleges. An exceptionally professional and accomplished Secretary with an impressive range of secretarial and office management skill. Willing to work in a dynamic, challenging and growth oriented company that allows me to utilize my knowledge and experience to contribute for the growth of the organization.

Achievements

• **Team Member of the Month (September 2023)**

Hilton Salwa Beach Resort and Villas

• **Certificate of Participation (**Representing Hilton Salwa Beach Resort & Villas**)**

AICR QATAR Best Receptionist Competition of the Year 2024

• **Certificate of Recognition**

Hilton Salwa Beach Resort and Villas

FIFA World Cup 2022

Experiences

**Receptionist** October 5, 2022 – April 30, 2024

Hilton Salwa Beach Resort and Villas

• Answering Telephone calls

• Providing hotel and resort information’s to the guests

• Check-in/Check-out procedures

• Preparing daily reports

**Telephone Operator** October 25, 2021- October 4,2022

Hilton Salwa Beach Resort and Villas

• Answering Telephone calls

• Providing hotel and resort information’s to the guests

• Sending request of guest to the respective department

• Assisting guest for their needs in the room/villa

**Secretary** May 24, 2021 – Sept 28, 2021

Mr. Li Truck & Heavy Equipment Repair Shop

• Answering Telephone calls

• Monitoring of Truckings

• Handling incoming and outgoing mail

• Preparing OR and CR for the repairs

**Customer Service Representative** October 16 ,2020- May 21, 2021

IQOR - Sta Rosa Laguna

• Manage all customer communication through telephone calls and emails

• Providing good customer service

• Proving better plans that suits to their needs

**Secretary** November 13, 2018 – July 21,2020

Ehrlichmann Builders – Pob. E, Rosario, Batangas

• Answering Telephone calls

• Maintain Calendar and Plan Meetings

• Handling incoming and outgoing mail and faxes

• Preparing memos and reports for internal and external distributions

• Tracks office supplies and orders replacement as required

FILLGRACEL D. VEDAD

Desired Position:

Telephone Operator

Receptionist

Administrative Assistant

Customer Service Representative

Contact

**Address:**

171 Wainui Road Inner Kaiti Gisborne, New Zealand

**Phone:**

021 134 3321

**Email:**

fillvedad@yahoo.com

Skills

• Computer-adept (Microsoft, Photoshop, and Acrobat)

• Complex problem solver

• Team Player

• Communication Skills (listening, verbal, written)

• Flexible/Adaptable/Managing Multiple Priorities

• Opera System

Education

**Associate in Computer Secretarial**

**S.Y. 2010-2012**

**Lipa City Colleges**

**Lipa City, Batangas 4217**

 • Clerical Works

 • Administrative/Office works

 • Stenography

 • Personality Development

Personal Data

**Date of Birth** : October 1, 1992

**Age** : 31

**Birth of Place** : Quilib, Rosario, Batangas

**Height** : 5’2

**Weight** : 63kl

**Sex** : Female

**Religion** : Roman Catholic

**Nationality** : Filipino

**Civil Status** : Married

**Spouse Name**: Guiller Aguila

**Mothers Name**: Lelis D. Vedad

**Fathers Name** : Deogracias L. Vedad

References

Name: **SULEIMAN NASSIF**

Position: Telephone Manager

Company: Hilton Salwa Beach Resort and Villas

suleiman.nassif@hilton.com

Phone Number: +974 30051350

Name: **RUDOLF SEGERS**

Position: Culinary Director of Operations

Company: Hilton Salwa Beach Resort and Villas

Name: **MAREZ K. HERNANDEZ**

Position: Supervisor

Company: Ehrlichmann Builders

ehrlichmannbuilders@gmail.com

0910-828-7310 / 0997-519-7079

**Customer Account Executive** Feb 17, 2017 – Mar 24, 2018

Alorica – 2nd Fl SM Lipa City Batangas

• Analyze customer requirement and promoted appropriate company product

• Coordinate with various departmental personnel and resolve customer issues

• Manage all customer communication through telephone calls and emails

• Providing good customer service

**Event Assistant** On Call (Part time)

• Helping set up and dismantle events efficiently through completion

• Coordinating with other suppliers

• Assisting the guest with all their concerns in the events

**On-Site Coordinator** Aug. 10, 2016- Feb 10,2017

Mirof Resources Inc. - 172 Salcedo St,. Legaspi Village, Makati City

• Managing the employees and the contractors

• Preparing the payroll of the employees

• Preparing reports

**Sales Asisstant** Dec 28,2015- May 28,2016

National Bookstore **-** SM Hypermarket Rosario Batangas

• Assisting customers to the product they need

• Ensuring high levels of customer satisfaction through excellent sales service

• Maintaining outstanding store condition and visual merchandising standards

**Data Encoder/Accounting Staff** Sept 6, 2012- Jan 31, 2014

Accounting Department - Floorcompany Inc.

 Galleria Corporate Center cor Ortigas Ave. Quezon City

• Preparing checks and vouchers

• Preparing the payroll of the employee

• Auditing the sales of the store

 **Encoder** April 2 - May 31, 2012

Commission On Audit - Department of Trade and Industry-OSEC

 Government Internship Program

• Encoding various files

• Ensuring and checking if the documents have no errors

• Maintain polite and professional communication via phone and email

**Administrative Staff** June 11 – July 20, 2012

Foreign Trade Service Corps - Department of Trade and Industry

 Government Internship Program

• Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies

• Using computers to generate reports.

Certifications & Eligibility

**TESDA NCII - Barista** July 9, 2018 – August 3, 2018

Carenet Healthcare Institute Inc.

 • Operate different coffee machines

 • Observe workplace hygiene procedures

 • Provide effective customer service

 • Develop knowledge , skills and attitude to perform task of a Barista accordance with industry standards

Eligibility

**Civil Service Sub Professional Eligibility**

Date of Examination: October 21, 2012

Place of Examination: National Capital Region (Quezon City)

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