



# Glendeliene Lorzano-Librea

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## CAREER OBJECTIVE

Expatriate Management and General Services Administration with 6 years of experience as a Unit Leader. My role is to provide quality service to my customers in terms of professional administrative, technical and creative assistance to clients.

I am an experienced and highly driven leader seeking for a position in a field of administrative, customer support and sales support.



## EDUCATION

*Bachelor of Science in Psychology*  
*De La Salle Lipa*  
*2012 – 2016*



## SKILLS

- Proficient in Microsoft Office suite (MS Word, PowerPoint and Excel)
- Proficient in Google suite (Gmail, Calendar, Drive, Docs, Sheets and Form).
- Quality customer servicing
- Good communication skills and fluent in both verbal and written communication
- Critical thinking and problem-solving skills
- Multi-tasking and fast learner with ability to work under pressure
- Willing to be trained and a fast learner



## EXPERIENCE

*Unit Leader - General Services – Administration Section*  
*Honda Philippines Incorporated*  
*September 2017 - June 2023*

- Expatriate Management and General Services Administration Unit Leader. Appointment setter.
- Processing of legal requirements of different Foreign Nationals specifically, Japanese, Thailander and Indian national. Providing them on-time application in Bureau of Immigration (BI) for their working visa both 9D (Treaty Traders) and 9G (Pre-Arranged Employment Visa) and in Department of Labor (DOLE) for their Alien Employment Permit Cards (AEP).
- Supports Condominium Selection of each Foreign Nationals through brokers starting from condo selection, new application, renewal, transfer and move-in until end of contract.
- Travel and Hotel Booking reservations which includes flight selection, flight confirmation, plane ticket issuance, application for travel insurance and hotel selection depends on the area of destination (estimated 100 e-tickets per month).
- Assistance for Filipino nationals, who need to go to Visa countries, assist them for visa application, completion of requirements, submission of application and visa release.

*Event Coordination Team Leader*  
*Jam's Event Management and Style*  
*2012 - 2022*

- Organized and manage events like weddings, birthday parties, company team buildings and etc.
- Execute training for team members for applying good communication skills to provide quality service to clients.