

Nicole Atos
San Paulino St, Tagas Daraga Albay
09473175678
Atosnicole14@gmail.com

Dear Hiring Manager,

I am Nicole from residing in the Philippines and been working in a WFH setup since 2017 up to present.

I have 3 years and 6 months of experience in a customer service role and almost 7 years of experience as an administration manager. I am a multi-tasker, flexible, and can work under pressure.

I already have an idea about the company and a little bit about the role.

I always wanted to broaden my knowledge and experience things usually outside my comfort zone.

Looking forward to be part of your growing company as an outsourced employee.

Best Regards,

Nicole Atos

NICOLE ATOS

San Paulino St, Tagas, Daraga Albay

+639473175678 / +639456387593

atosnicole14@gmail.com

OBJECTIVE

Experienced professional seeking for a company where I can enhance my skills and knowledge.

SKILLS

- Computer Literate
- Good Communication Skills
- Team Player
- Microsoft Skills (Outlook, Powerpoint, Word, Excel)
- Navigating Dataforce and Trello

JOB EXPERIENCES

ECOSAVER AUSTRALIA

COMPLIANCE AUDITOR

SEPTEMBER 2022- PRESENT

- Auditing LED lights installation for commercial premises
- Calling existing customers re missing documents needed for submission of the jobs to the AP
- Auditing HWS for commercial and residential premises in VIC and NSW
- Calling to schedule the installation to the customers for HWS installation
- Managing Dataforce and creating jobs in Runabout
- Dealing with sales team and installation team
- Doing important tasks asked by the management
- Updating google sheets
- Updating Trello
- Submitting jobs for STC claim on the REC portal

GREENTECH ENGINEERING SOLUTIONS (same management with GLOBAL RENEWABLE ENERGY SOLUTIONS PTY LTD)

ADMINISTRATION MANAGER

JANUARY 2020-January 2024

- Attending to customers queries
- Arranging the installations with the customers and installers
- Ordering stocks for Solar or Battery jobs

- Grid connection process
- Handling invoices on Xero
- Following up payments with the customers and with our sub-contractors
- Updating and in charge of Pipedrive

GLOBAL RENEWABLE ENERGY SOLUTIONS PTY LTD Administration Manager October 2018 – January 14, 2020

- Attending to customers queries/ concerns by phone or by email
- Handling Sales documents form the Sales Consultant
- Managing CRM and Onedrive
- Booking Daily installations
- Calling customers confirming their solar / battery Installation
- Ordering/ following up supplies, Invoices with the Suppliers
- Following up sales and installation documents or details from out sub-contractor
- Checking with the Installers or with the Project Manager for the supplies needed for each job
- Ordering / Arranging Scissor Lifts (if needed)
- Handling / following up installation documents and photos after installation
- Following up payments with the customer
- Communicating with the Directors for daily basis regarding jobs, payment updates or other tasks being asked by them
- Preparing and Submitting grid connection documents to the energy retailers if required ○ Handling special tasks asked by the Directors
- Creating Invoices and Purchase Orders on Xero (If Accountant is not around)

**Opt Energy
Administration Manager
August 2016- October 2018**

- Preparing Solar contract / quotations
- Attending customers queries, concerns
- Managing CRM and Dropbox
- Handling and Organizing Sales Documents form the Sales Consultant
- Ordering and following supplies and invoices with the suppliers
- Handling and checking installation documents every after installation
- Preparing STC documents to be submitted to the STC partnered company
- Sending emails to clients and to customers for any updates
- Calling Directors or Managers if needed
- Handling installations from Day 1 till grid connection process
- Calling electricity suppliers or retailers for meter reconfiguration updates
- Training new hired employees

- Calling customers for installation update

Convergys (Seasonal account)

Activation Specialists

March 2016-August 2016

- Answering customer calls and gathering customers personal details
- Activating Onstar on their Vehicles (GMC Cars)
- Upselling

ePerformax

Customer Service Representative May 2013-March 2016

- Answering customer calls and assisting customers in regards to their Paypal account concerns
- Dealing with irate customers
- Helping customers create their PayPal accounts
- Checking their transaction history and assisting customer or sellers in regards to their PayPal transactions ○ Upselling

Educational Background

Primary

Daraga North Central School
Bagumbayan Daraga Albay
S.Y 2005

Secondary

Gammad National High School
Gammad Iguig Cagayan
S.Y 2009

Tertiary

Divine Word College of Legazpi

Bachelor of Science in Hospitality Industry Management Major in Tourism and Hospitality Management
Undergraduate
(1st Semester of 3rd year College)

Character References

Eva Badrina Bitancur
Account Manager
Onehalf Staffing Solutions Philippines
09060326337

A to Z Staffing Solutions
Clhoe Balaoro
HR Manager
09206664831

I hereby affirm that all the above details are true and correct.


Nicole Atos
Applicant