

ABBY JANE M. TORRALBA

1234 Concepcion Aguila Street, Quiapo Manila, Philippines 1001
(+63995) 392 7802 • abbyjane.torralba@gmail.com
Skype ID: abbyjane.torralba



SUMMARY

Multi-faceted, efficient, and technical savvy administrative professional with 5+ years of experience supporting executives in two of the most reputable hotels in the Philippines. Multifarious skill set in covering administrative support, writing, human resources and recruiting. Skillful interpersonal, phone, and digital communication skills

HIGHLIGHTS OF QUALIFICATIONS

Professional

- Almost 5 years of experience with Administration assistance
- Superb coordinating skills
- Profound ability to transcribe and record meeting of minutes
- Outright knowledge of supplies, equipment and services ordering and inventory control
- Significant ability to communicate effectively, both orally and writing
- Great ability to schedule appointments and track calendar invitations
- Advanced level of competency in using computer applications (*MS excel, MS Powerpoint, MS word, One Drive, One Note*).

Technical

- Knowledgeable in minor technical faults in the office machines, printers and scanner
- Aware of up to date SFSMS, HACCP and food safety standards set by hotel
- Particularly useful skills in graphics manipulation software such as Photoshop
- Good know-how of Google Documents, One Drive Share Point and One Note
- Proficient in using the Internet. Email and search engines
- Firsthand experience in resolving minor troubleshooting issues on personal computers and laptops
- Unique ability to prepare and present seminars using PowerPoint and multimedia tools

EMPLOYMENT HISTORY

Service Leader – Secretary
Shangri-La at the Fort Manila – Philippines

July 13, 2015 – Present

Accomplishments:

1. Established a systematic process of cascading information in the department.
2. Built and maintained a strong and positive relationship with customers/colleagues.
3. Worked effectively with people from different countries and cultures.
4. Maintained an adequate stock of general office supplies.
5. Actively participated in hotel activities.
6. Active involvement in the implementation of the hotel's CSR initiatives or environment through a reduction in the consumption of consumables (electricity, gas, water, office supplies and other) proper disposal of wastes in accordance with the established guidelines for waste segregation.

Kitchen Administrative Secretary
Marco Polo Ortigas Manila

July 15, 2013 – July 10, 2015

Accomplishments:

1. Established a systematic process of cascading information in the department.
2. Established a good working environment among fellow colleagues.
3. Worked effectively with people from different countries and cultures.

Logical Provisioning Executive
Sykes Asia Inc.

January 2013 – July 2013

Accomplishments:

1. Processed and established a network for new users.
2. Assisted clients with whom had a problem with connecting with the network.
3. Set up a request for transmission and wiring for the client's network connectivity.

Customer Service Representative
FIS Global Solutions

February 2012 – December 2012

Accomplishments:

1. Assisted clients with their paycheck concerns.
2. Responded to calls regarding complaints and requests.

I.T. Officer
Edsa Shangri-La Manila

June 2010 – February 2012

Accomplishments:

1. Maintained and ensured all systems for the hotel.
2. Supported any computer issues of all hotel employees.
3. Established an important set up for an event of the hotel regarding network connectivity
4. Attended to guests' requests with regard to their network problems.

EDUCATIONAL BACKGROUND

- BS Information Technology, 2010