

MICHELLYN C. COLUMNA

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SUMMARY OF QUALIFICATIONS:

A highly motivated and effective Administrative Assistant as well as doing Clerical duties with fifteen years of extensive experience. Achieve business goals through skilled use of word processing, spreadsheet and database software applications. Typing speed 65 words per minute. Demonstrates excellent organizational and time management skills to consistently meet deadlines. Works well within complex and deadline driven environment.

SKILLS:

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|---------------------------------|------------------------------|
| ✓ Data & Mail management | ✓ Customer service |
| ✓ Record keeping & Maintenance | ✓ Attention to detail |
| ✓ Office Administration | ✓ Organization and Planning |
| ✓ Inventory & Supply Management | ✓ Flexibility and Efficiency |

WORK EXPERIENCE:

CLERK

May 16, 2012 – Present

Tenders & Procurement Committee

Qatar National Cement Company (Q.P.S.C.)

P.O. Box No. 1333, Doha, Qatar

- Liason between the suppliers, vendors and business partners including the concerned department managers and support staff to ensure proper communication and reporting practices are being applied consistently. When inconsistencies are being identified, I will work with the root cause to identify the gaps and provide the supporting material necessary to ensure that the correct practices are applied.
- Enhance management productivity by organizing monthly meetings where issues, accomplishments and improvements are discussed and implemented.
- Arrange international travel requests for the senior managers and international participants of the tender to attend various functions, activities and booking hotel reservations for board meetings across Doha on a quarterly and yearly basis.
- Prepare, edit and proofread the official correspondence, memorandums and all documents for tender and procurement.
- Devise and maintained an extensive filing system to ensure faster retrieval of pertinent data from the computer systems as well as ensured that files are always up-to-date with the most recent information.
- Setting up appointments, scheduling meetings, distributing reports and managing the correspondence between the office and external bodies.
- Ensures operation of office equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories monthly, placing orders when necessary and evaluating new equipment and techniques.
- Provided excellent, friendly and professional attitude when greeting tender participants and bidders. This includes ensuring all participants and bidders were comfortable while waiting for their scheduled appointment with the General Manager and accurately directing participants and bidders to the concerned department staff for scheduled site visits.

MANAGEMENT INFORMATION SPECIALIST

Feb. 1, 2012 – March 31, 2012

Management and Information System Department

Seaboard-Eastern Insurance Company, Inc.

3/F Jaka 6780 Building, Ayala Avenue, Makati City, Philippines

- Provides technical support for the Geniisys System (Oracle Program).
- Implement and apply the Quality, Environments, Safety and Security, Social Accountability and Information Security Management Systems in the workplace.
- Assists in the implementation of Geniisys System and various tasks related to implementation of the system and providing technical solutions to any technical problems encountered during system testing and implementation.

- Computer troubleshooting.
- Updates and maintained office files, folders, record, correspondence, and database systems.
- Analyze all user requirements and ensure effective transition of same into all technical requirements for management processes and prepare plans for all usability tests.
- Assisting users with system and software functionality and technical issues. This includes training users on how to use new applications.
- Routine system maintenance, backing up systems and applications, as well as ensuring the integrity of the stored business information by implementing security measures to be adhered to by all users.

POLICY ISSUER I LEVEL 4

May 1, 2010 – January 31, 2012

Policy Service Group Department

Seaboard-Eastern Insurance Company, Inc.

- Issue and check policies, endorsements and covernotes for all Insurance Lines.
- Ensuring the safe and proper upkeep of all files and documents and other company property under care, custody and control.
- Support/coach co-employees in the issuance of all Lines of Insurance in order to achieve work deadlines and goals.
- Handle sensitive client information in a confidential manner.
- Provide information by answering questions and requests from superiors and co-workers.
- Contribute to team effort by accomplishing related results as needed.
- Perform other tasks that may be assigned from time to time.

GENERAL CLERK/POLICY ISSUE CLERK

Sept. 25, 2006 – April 30, 2010

Fire Underwriting Department

Seaboard-Eastern Insurance Company, Inc.

- Assists in the servicing and meeting the needs of the clients, intermediaries, branches and other departments of the company.
- Prepare renewal notice, renewal letters, issues cession binders and distributions monthly.
- Provided administrative support such as making photocopies, scanning documents, sending faxes, and printing materials for management daily. This also involved printing, copying and scanning various documents for training manual / binder creations. This experience has made me very comfortable with using a wide variety of standard office equipment.
- Prepare and distribute meeting material (such as agendas), as well as take and prepare meeting minutes for distribution for the department staff monthly meetings.
- Perform other tasks that may be assigned from time to time.

EDUCATION

B.S. Information Technology

Major: System Analysis and Design

2002-2006

GPA: 1.75

Graduated **With Merit**

Cagayan State University – Aparri Campus

Maura, Aparri, Cagayan Valley, Philippines

SEMINARS AND TRAININGS

163rd Basic Non-Life Insurance Course

May 28, 2008 – June 19, 2008

26/F, Ayala Life-FGU Center,

6811 Ayala Avenue, Makati City, Philippines

REFERENCES

Available upon request.