



Rachel Donato

Admin Officer

Contact

Address

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Skills

Hiring and recruitment knowledge

Office Administrative skills

Customer service experience

Generating schedules

Effective leader

Administration knowledge

I am very hardworking and dedicated to work. Quitting my job 10 years ago was a very tough decision but I also have a role being a mother so I need to quit my job when I got pregnant. But since my boy is already grown-up, I wanted to get back to work which I love doing everyday. I am good in office staff and hiring. Ive worked in various customer service roles throughout y caree. I've developed excellent communication and problem solving skills, and I'm excited to bring this skills to a new role in a differenct industry or country. And lastly I am excited to learn new things and willing to be trained.

Work History

2012-08 -
Current

Admin Staff (Part- Time)

R&C Donato Sculpturing Shop , Talisay

- Identified inefficiencies leading to improved productivity.
- Oversaw scheduling, inventory management, and supply ordering to maintain fully stocked kitchen.
- Measured and mixed ingredients according to precise recipes for best results.
- Answer telephone calls and make invoice.
- Do some marketing online

2011-04 -
2011-10

Program Coordinator/ Front Office Officer

Cleverlearn English Language Ins, Cebu

- Designed program implementation and maintenance plan.
- Provided ongoing direction and leadership for program operations.
- Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones.
- Answer telephone calls and emails.
- Responsible for recruiting applicants for our call center tie-ups
- Monitors the performance of the training department in terms of performance & effectivity of the trainers and materials.

2007-05 -
2008-02

Information Officer/ Admin Assistant

Call Center Academy Inc, Cebu City

- Developed informational documents such as brochures, flyers and fact sheets.
- Conducted outreach campaigns and events to reach specific populations.
- Wrote speeches and press releases targeting different groups and topics.
- Assisted with developing and managing advertising campaigns.
- Responsible for recruiting for our call center tir-ups
- Answer phone inquiries from the clients, and give solutions to whatever problems they encounter.
- Files paperworks into correct location.
- Operates computer, fax machine.
- Give reports to the immediate superior.
- Responsible for polling students for the class or possible endorsement.
- Make daily, weekly, and monthly report using excel with the number of students, hired, applicants endorsed, and sales report.
- Facilities and Joined Jobfair

2005-11 -
2006-11

Telemarketer/ Call Center Agent

*Proweaver Web Design ([Www.proweaver.com](http://www.proweaver.com)) ,
Cebu City*

- Completed daily cold calling and outreach to build sales pipeline.
- Answered questions about company offerings with knowledgeable responses about products and services.
- Answered calls, took messages, and transferred calls to correct individuals.
- Displayed excellent sales skills and understanding of how to leverage abilities to exceed quotas.
- Call businesses in the US.
- Make appointments with the possible clients.

2002-01 -
2002-02

Out Campus Teaching Apprentice

Camp Lapulapu National High School, Cebu City

- Evaluated students' understanding of course material through examinations and in-depth essay writing.
- Increased educational expertise and knowledge by

participating in instructor-oriented workshops.

- Prepared quizzes, tests and examinations to gauge how well students were learning.
- Participated in department meetings to provide input to colleagues about student achievement and improvement.
- Developed and implemented classroom routines to address varying student needs.

2001-10 -
2001-12

In Campus Teaching Apprentice

Cebu Normal University , Cebu City

- Completed student progress reports mid-term to notify students and parents of strengths and areas of improvement.

Education

1998-06 -
2002-03

Bachelor Of Arts In English: English Education

*Cebu Normal University - Jones Ave. Cebu City
Philippines*