

# LOVELIN GUILLENA BIWANG

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## Professional Summary

Enthusiastic Administrative Assistant with expertise in anticipating professional needs and proactively identifying and resolving problems. Bringing proven ability to promote organization and availability through effective schedule development. Excellent customer service and conflict management skills.

## Skills

### Job Content

- Spreadsheet management
- Restocking supplies
- Meeting minutes
- Filing assistance
- Documentation and control
- Office administration
- Flexible
- Excellent communication skills

### Adaptable/Self-management

- Interpersonal
- Open-minded
- Creative
- Trustworthy
- Honest
- Gets along well with others

- Cheerful
- Active
- Helpful

## **Work History**

### **Administrative Assistant II, 06/2017 to March 2021**

**Department of Public Works and Highways-** Engineer's Hill, Bulua, Cagayan de Oro City, Misamis Oriental

- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.
- Interacted with liaisons, contractors, suppliers and professional services personnel to receive orders, direct activities and communicate instructions.
- Performed general office duties, including answering multi-line phones, routing calls and messages and greeting visitors.
- Handed client correspondence and tracked records to foster office efficiency.
- Maintained complex digital filing system for financial information.
- Identified and recommended changes to existing processes to improve accuracy, efficiency and responsiveness of customer service department.
- Executed record filing system to improve document organization and management.
- Coached new employees on administrative procedures, company policies and performance standards.

### **Call Center Agent, 06/2014 to 05/2015**

**Taking You Forward, Inc.- A.S. Fortuna, Mandaue, Cebu City**

- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Educated customers on product and service details and information.
- Ensured accurate responses to questions and inquiries by maintaining advanced product knowledge.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Maintained and encouraged customer loyalty through courteous and efficient resolution of disputes, complaints and discrepancies.

## RELATED EXPERIENCES

POSITION	COMPANY NAME	COMPANY ADDRESS	INCLUSIVE DATES
Substitute Teacher	Xavier University- Grade School	Macasandig, CDOC	June 2015-March 2016
Market Researcher	Taking You Forward	Banilad, Cebu City	July 2014 - May 2015
Student Teacher	Xavier University Grade School	Macasandig, CDOC	November 2012 - December 2012
Student Teacher	City Central	Yacapin Velez, CDOC	January 2013 - February 2013
Student Assistant	Xavier University Book center	Corrales Avenue, CDOC	April 2013 - October 2013
Admin Assistant	Xavier University College of	Corrales Avenue, CDOC	November 2013 - February 2014

## EDUCATIONAL ATTAINMENT

Professional Teacher (LET Passer)  
Licensure Examination for Teachers  
January 2014

Bachelor of Elementary Education Major in Special Education  
Xavier University-Ateneo de Cagayan  
Corrales Avenue, Cagayan de Oro City  
October 2013

## Playing Volleyball

I've been to many tournaments and/or regional meets in playing volleyball, like Milo Olympic, PRISAA and Regionals.

### Awards

<b>NAME/TYPE OF AWARD</b>	<b>AWARD-GIVING BODY</b>	<b>DATE AWARDED</b>
PRISAA Volleyball Gold Medalist	CDO Sports Reg. Dept.	September 2006
Milo Olympics Volleyball Silver Medalist	Milo Olympics Comm.	October 19, 2007
Milo Olympics Volleyball Silver Medalist	Milo Olympics Comm.	November 14, 2008