Keziah Dawn Amilao

Government Employee

Address Butuan City, Philippines 8600
Phone +63 951 091 314
E-mail
keziahdawnamilao@gmail.com

Organized and dedicated Administrative Assistant with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision-making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in independent or team environments. Detail-oriented administrative assistant with experience in customer service, data entry and office management. Professional and knowledgeable office clerk offering several years of experience in administrative support and customer service. Highly efficient planning, problem-solving, and communication skills.

Skills

- Process optimization
- Spreadsheet management
- Meeting minutes
- Office administration

Work History

Jul 2012 - Current

Administrative Assistant

DSWD-Regional Office, Butuan City

- Developed and updated spreadsheets and databases to track, analyze, and report on performance and sales data.
- Received and sorted incoming mail and packages to record, dispatch, or distribute to correct recipient.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Coordinated and scheduled meetings and conference calls to optimize scheduling of senior staff.
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.
- Identified and recommended changes to existing processes to improve accuracy, efficiency, and quality service.
- Completed forms, reports, logs, and records to quickly handle all documentation for human resources.
- Managed filing system, entered data and completed other clerical tasks.
- Continually sought methods for improving daily operations, communications with clients, recordkeeping, and data entry for increased efficiency.

Education

Jun 2008 - Jan 2012

Bachelor Of Business Administration: Operations Management

Father Saturnino Urios University - Butuan City

Accomplishments

- Computer Proficiency - Created PowerPoint presentations that were successfully used for business development.
- Technology Proficient - Developed a strong knowledge of hardware and software while keeping abreast of new applications that increased efficiency and productivity for management and clients.

Certifications

Oct 2018 Career Service Professional Eligibility

Mar 2017 Career Service Sub Professional Eligibility