

LAIEDWIN PASCUAL

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OBJECTIVE:

I'm looking for a job that lets me use my experience in food industry, administrative assistant work, and freelancing. I aim to contribute effectively to organizational goals while advancing my career growth through continuous learning and innovation. Seeking a role where I can utilize my diverse skill set to contribute effectively to organizational objectives while fostering growth and delivering exceptional service to clients and customers.

WORK EXPERIENCE

Administrative Assistant 1

September 2022– December 2023

Department of Agriculture, Pampanga Philippines

- Engaged in various administrative tasks and managed documents and reports for inter-departmental use.
- Provided training and assistance to less experienced staff to help them manage workloads and assignments, contributing to the achievement of organizational objectives.
- Conducted quality control checks on data entries, ensuring accuracy and completeness, and corrected errors as needed.
- Answer telephone and relay telephone calls, electronic emails and messages

FREELANCER at Digital Delight PH

August 2020 – Present

- Respond to customer inquiries and complaints via Facebook Messenger, message and phone calls, providing timely and empathetic resolutions to issues and maintaining a high level of customer satisfaction.
 - Used various software tools and platforms, including Google Docs, Microsoft Office, and WordPress, to manage content creation and delivery.
 - Demonstrated flexibility and adaptability in managing multiple projects simultaneously, and consistently delivered high-quality work within tight deadlines.
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VOLUNTEER WORK

FOOD SERVICE ATTENDANT of our own Food Store, Pampanga Philippines

March 2022– January 2023

- Greet customers in a friendly and welcoming manner, providing information about products and promotions and helping them find what they need
 - Process customer orders and payments accurately and efficiently, and skilled in cash handling procedures
 - Respond to customer inquiries and complaints, providing timely and empathetic resolutions to issues and maintaining a high level of customer satisfaction
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EDUCATION

Bachelor of Science in Civil Engineering

GRADUATED 2015–2020

University of Science and Technology of Southern Philippines

SKILLS

- Customer Service
- Communication Skills
- Strong Work Ethic
- Teamwork
- Problem-Solving
- Time Management
- Adaptability
- Attention to Detail
- Resilience
- Leadership
- Cultural Sensitivity
- Social Media Management (Creator Studio, Google Suite)
- Project Management
- Content Creation (Canva, Google Docs, Microsoft Office)
- Video Editing (Capcut, Filmora Go)