

MARITES L. OCLARIT

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BLOCK 9 ST.256 BLDG.3 HAWALLY, KUWAIT

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PROFESSIONAL SUMMARY

Experienced administrative specialist providing effective support in fast-paced workplaces. Proficient in managing office operations, arranging schedules, and handling a variety of administrative activities with precision and attention to detail. Knowledge of office software and systems to improve operations and increase productivity. Excellent communication and organizing skills and a strong dedication to providing high-quality service. Seeking a demanding administrative position in Canada to bring skills in improving workflow efficiency and promoting team success. Dedicated to maintaining confidentiality, professionalism, and honesty while meeting the particular requirements of Canadian workplaces.

SKILLS

- **Communication Skills** - Demonstrated ability to communicate effectively with customers through various channels, including phone, email, and actual
- **Problem Solving** - Proven track record of efficiently identifying and resolving customer issues, resulting in a high rate of customer satisfaction
- **Multitasking** - Managed multiple customer inquiries simultaneously while maintaining high accuracy and attention to detail
- **Adaptability** - Thrived in a fast-paced environment, embracing change and demonstrating flexibility
- **Time Management** - Effectively managed time to meet or exceed service level agreements, consistently achieving high productivity

EXPERIENCE

Social Media – Community Moderator (Remote)

Dec 2021 - present

Carbon6 Technologies

Toronto, Canada

- Handling community FB groups
- Moderate groups as per the guidelines of the client
- Draft content ideas for social posting
- Engaging to social accounts of the client
- Response to inquiries and directed to the respective person
- Participate in an email marketing campaign

Call Center Coordinator
Dar Al-Shifa Hospital
Hawally, Kuwait

Nov. 14, 2017 – present

- Maintaining the office tidiness
- Handling calls and directing to designated concerns
- Paper works, filing
- Keys management (office & clinic)
- Bookings of the meeting room
- Proper communication with each department's concerns
- Making SAP requests and updating

Sales Associates
Azadea Group Co

July 24, 2013-Aug. 30, 2017

The Avenues Mall – Al-rai

- Ensured the store is well-organized
- Assisted and provided customer's needs
- Up-selling and cross-selling
- Inventory
- Coordination of items
- Basic cashiering
- Updated items to customer
- Sent support order
- Made presentations and report
- Shoes in-charge

Sales Associates
Specialty Fashion Group at TSC
Souq Sharq, Kuwait

July 16, 2012 –June 2013

- Keep the store well-organized
- Checked and ordered items
- Assisted and provided customer's needs
- Up-selling, cross-selling
- Inventory and checked items
- Merchandised sports items
- Filed and did clerical work

Waitress
IHG- Crowne Plaza Kuwait
Al-Farwaniya, Kuwait

May 3, 2009–May 24, 2012

- Served the guest with the standard of service sequence
- Attended to guest's needs
- Participated in monthly inventory

EDUCATION

Bulacan Polytechnic College
Computer Secretarial
Malolos, Bulacan, Philippines

2004 - 2006

Garcia-Hernandez High School
Garcia- Hernandez, Bohol, Philippines

2000 - 2004

PERSONAL INFORMATION

Date of Birth : **May 19, 1987**
Civil Status : **Single**
No. of Children : **0**
Relatives in Canada : **1**
Nationality : **Filipino**
Passport Number : **P6483276B**

SEMINAR AND WORKSHOP

- **PROVA (Online)**
Social Media Management - 2022
- **FHMOMS Exclusive Workshop**
Getting Started with Web Design - 2021
- **FHMOMS Online University**
General Virtual Assistance
August-September 2020
- **Comprehensive Advanced Amadeus and Introductory**
In Galileo -2016
Airline Reservations, Fares and Ticketing, Hotel Reservations, Timatic and Tour source

REFERENCES

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