

DEVINE GRACE DALISAY EDILO



Al Rayyan, Doha
Qatar



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AREAS OF EFFECTIVENESS:

MS Office Applications,
Lead Generations, Sales &
Marketing Presentations,
Operations & Time
Management,
Management, Excellent
People Skills.

PROFESSIONAL SUMMARY:

Detail-oriented administrative coordinator with 6 years of experience in private sector. Seeking to bring proven administrative skills to improve the office efficiency at Manzil Nursery School. Proven ability to adapt to constantly changing demands and adept at maintaining accurate schedules, filing systems, and office correspondences. Creative problem solver and negotiator when presented with unique and challenging situations. Proven ability to quickly establish rapport through effective communication.

EDUCATIONAL SUMMARY:

- **BACHELOR OF SCIENCE IN PHARMACY**
Philippine Women's University , Manila, Philippines
Year Graduated: 2013

TRAININGS AND CERTIFICATIONS:

- Professional Qualification in Certified Facility Management – April 18, 2023
- Professional Diploma in Caregiver – April 2022
- Certificate of participation on Hands on Autism - 2022

WORK EXPERIENCE:

Admin Coordinator cum Document Controller – Manzil Nursery School • Rayyan Branch, Doha Qatar
December 2017 – present

Duties & Responsibilities

- Coordinates with department staff and representatives of other departments on such administrative and operational matters as personnel, accounting, purchasing, building maintenance/repair, and telephone services.
- Plans and organizes clerical support activities; establishes procedures, practices, and work methods to increase work unit effectiveness and efficiency. Coordinates work performed support of one or more functional units by providing central authority, disseminating information, determining assignment of functional responsibility and supervising staff.

SUMMARY OF SKILLS:

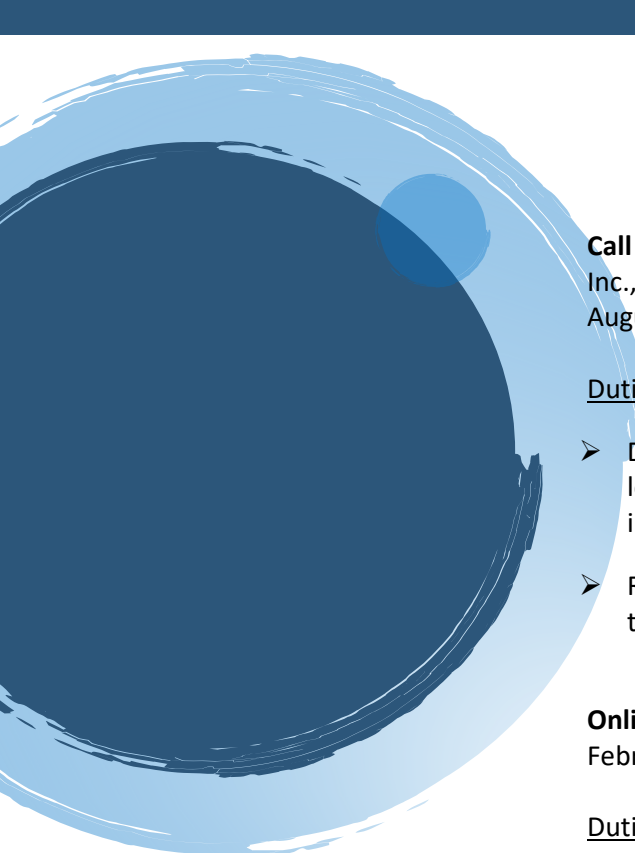
- Result-oriented with excellent mgt. skills.
- Ability to lead a team with excellent interpersonal skills.
- Advanced written and verbal communication skills.
- Positive attitude with good decision-making skills.
- Ability to respond appropriately in unplanned and unforeseen circumstances.
- Ability to handle multiple tasks and meet deadlines
- Demonstrates drive and resilience

- Serves as departmental resource on activities supervised and clerical procedures; assists manager, teachers and professional staff in organizing work processes and coordinating work through the department/division; resolves intra-departmental operational problems; serves as central point within department/division to ease management/administrative communication.
- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Maintains quality service by establishing and enforcing organization standards.
- Contributes to team effort by accomplishing related results as needed.
- Filed and archived relevant documentation. Handled intake, scanning, verification and storing documents.
- Responsible & Control the flow of documents in and out of the school and all departments.
- Ensured the secure destruction and disposal of sensitive documents.
- Maintained the security of confidential documents.

F & B Coordinator – Food Section Delivery • Sandwich Factory, The Gate Mall, West Bay, Doha Qatar
December 2015- December 25, 2017

Duties & Responsibilities

- Responsible for receiving/accepting calls for take away orders and make sure to prepare and deliver on time.
- Provides customer service and makes sure that all purchased items are served/delivered efficiently.
- Answering customers' inquiries regarding products, prices and availability. Educating potential clients about products through seminars and other special events.
- Updates and maintain the client/customer database and responding to all customers inquiries in timely manner.
- Proficient with Point of Sale System (POS).



Call Center Representative • Sutherland Global Services Philippines, Inc., Pampanga, Philippine
August 2013 – September 2015

Duties & Responsibilities

- Doing before and after sales customer service by taking and making local and international client calls to ensure client satisfaction or inform clients of new products, services, and promotions.
- Receive customer complaints and assist on general inquiry, troubleshooting and creating complaint reports.

Online English Teacher • Ivoline IBT Core, Pampanga, Philippine
February 2011 – July 2013

Duties & Responsibilities

- Teaches both Spoken and Written English via online platform to students of all levels (Primary, Secondary, Tertiary and Post-Graduate) especially to Foreigners who wants to learn Business and Fluent English Conversation. Support the set-up of the project and monitor project progression, including producing reports.

CHARACTER OF REFERENCE:

Available upon request.