Dear Sir/Madam:

Greetings!

I am Lizareen C. Ocfemia, a Filipino citizen that is looking for a career here in Dubai. I have heard about your prestigious company and I wish to apply for the vacant position as a Secretary or any position which might be suitable with my qualifications.

I have more than 10years experience in a call center or BPO industry and other related jobs in the Philippines.

I am confident that the knowledge and experience I have gained in this field will be of great value to your company.

Attached herewith is a copy of my resume, which gives further information.  I do hope that I may be considered for a job, and that you may invite me for an interview as soon as possible.

You may contact my Mobile No. **050-1817916** at your most convenient time.

Thank you.

Sincerely,

Lizareen C. Ocfemia

**Lizareen Caparas Ocfemia**

**Flat 203 Zaman Al Khair Bldg. Buhairah Corniche, Sharjah U.A.E  
Mob. 0501817916, Email: lizareen.ocfemia@gmail.com**

**Visa: Visit Visa Passport No.: EB8703200**

**SUMMARY OF QUALIFICATIONS**

* Self-motivated; able to set effective priorities to achieve immediate and long-term goals and meet operational deadlines.
* Developed interpersonal skills, having dealt with a diversity of professionals, clients, and staff members.
* Knowledge of business principle, information and communication management
* Ability to work independently, Detail oriented, able to multi-task, Function well in fast-paced, high-pressure atmosphere

**RELEVANT SKILLS & EXPERTISE**

* Word  • Excel  • PowerPoint  • Database  • Filing  • Dictation  • Recordkeeping
* Typing: 40WPM

**WORKING EXPERIENCE**

**MARINA YACHTS MAINTENANCE CO. Al Jaddaf, Dubai UAE**

**Secretary February 2014 to Present**

* Reports to the General Manager
* Make quotations, invoice and delivery notes
* Records all inquiries
* Assists in marketing and sales
* Records company staff attendance
* Coordinates with different companies
* Filing of receipt vouchers, proposals, expenses and other company documents

**TELECOMMAND Los Baños, Laguna Philippines**

**Customer Service Representative October 2011 to January 2014**

* Receives calls form client
* Records and reports inquiries and complaints
* Assists clients in troubleshooting of pc and navigation
* Daily review of company updates

**SCOPEWORKS ASIA Cabuyao, Laguna Philippines**

**Conversion AgentNovember 2008 to August 2011**

* Converting of voicemail messages into text
* Daily monitoring of incoming messages
* Sending of transcribed messages into public sites

**ADVANCED CONTACT SOLUTIONS Makati City, Philippines**

# Customer Service Representative September 2005 to August 2008

* Handled incoming calls from Globe Prepaid Subscribers
* Sends daily report of inquiries and complaints
* Assists customer queries about network provider

**DIGITAL PARADISE INC. Los Baños, Laguna Philippines**

**Customer Service Representative May 2000 – July 2005**

* Respond to Supervisor’s command
* Records all inquiries, data and monitoring of clients
* Answers phone calls, sends and answers emails to clients
* Handles bank transactions for payments
* Submission of daily, weekly and monthly report of sales and expenses

**EDUCATION**

**Tertiary**

UNIVERSITY OF THE PHILIPPINES

Los Baños, Laguna, Philippines  
Bachelor of Science in Development Communication

October 1997 – April 2000

**Secondary**

Liceo De Los Baños

Los Baños, Laguna, Philippines

June 1992 – March 1996

**Primary**

Maquiling School Inc.

Los Baños, Laguna, Philippines

June 1986 – March 1992