

Marites Dico

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Willing to relocate: Anywhere

WORK EXPERIENCE

Ebay Customer Service / Lister and Virtual Assistant

Ebay US Seller - Lake City -

April 2015 to November 2017

Responded to customer requests via telephone and email.
Performed initial client assessment and analysis to begin research process.
Researched and updated all required materials needed for firm and partners.
Handled customer questions and resolved complaints.
Greeted all customers in a friendly manner.
Saved and re-sell the value of products and services by properly aligning their features, benefits and price with the needs of the customers.

Office Assistant

City of Lapu-Lapu City Hall -

June 2009 to November 2014

Planned and coordinated logistics and materials for board meetings, committee meetings and staff events.
Answered and managed incoming and outgoing calls while recording accurate messages.
Ability to maintain a calm and composed manner when dealing with potentially explosive client situations.

EDUCATION

2nd year college complete in Executive Secretarial Course

University of San Jose Recoletos

June 1986 to April 1988

SKILLS

Interpersonal and written communication Data entry Report writing Strong verbal communication Project management Powerful negotiator