

# MELANIE PAGAR

## GENERAL VIRTUAL ASSISTANT



+965 51606889



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<https://www.onlinejobs.ph/jobseekers/info/2288466>



<https://www.upwork.com/freelancers/~01c0e482e3a51dbdff>



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[melaniepagar1989@gmail.com](mailto:melaniepagar1989@gmail.com)

### SKILL

- Administrative work
- Personal tasks
- Research
- Customer Service
- Email Management
- Data Entry Specialist
- Calendar Management
- Logo Design
- Basic video & photo editing

### TOOLS

Microsoft Office Programs

Google Softwares

Canva

FOCUS

MindbBody Software

iGO Software

LAPIS Software

Wetransfer

Kinemaster

### EDUCATION

AMA ACLC North Bay Philippines

- Office Information System (OIS)  
2008 - 2009
- 2014 - 2015

### SHORT COURSES

COMPUTER OPERATIONS

2007

DATS Actual Technical Training Center  
Philippines

100-HR FINISHING COURSE FOR CALL CENTER  
2007

Pilgrim Christian College  
Philippines

### ABOUT ME

“I'm Melanie, I have versatile and strong interpersonal skills, which are reflected in the satisfaction of my clients and recognition by my colleagues. I have more than 6 years of experience as a receptionist and doing administrative work in a fitness company for women here in Kuwait and more than 5 years working in different companies in the food industry.

In my current job as a receptionist, I enjoy administrative tasks and technical support the most. I use computers for core functions such as scheduling, data entry, database tasks, sending emails, learning new software, and more. Through this experience, I have come to love technology in general because it fascinates me in many ways, as the saying goes, "There's more to see than meets the eye." There are always new discoveries that allow us all to live quickly and easily in today's society. I am also a dedicated self-starter and a quick learner, extremely stress-resistant, and have good time management skills. Although I take my work seriously, I also have a good sense of humor.

My goal is to seek a career change position as a virtual assistant to continue career growth opportunities involved in today's fast-paced digital world. Most importantly be responsible for helping clients maintain their social networking platforms or customer support channels. Looking forward to start doing business with you soon.

### EXPERIENCE

#### Receptionist / Administrative Support

2016 - present

##### Spark Athletic Center Women's Kuwait

- Greet and welcome clients and visitors and create a positive first impression of the gym.
- Gather new client information during the initial phone call and initial meeting and maintain confidentiality
- Giving a tour around the gym for possible clients that will join the gym.
- Answer incoming phone calls and return missed calls, respond to emails.
- Schedule appointments and maintain calendars for the personal trainers for the next day appointments
- Maintain both physical and digital filing systems and create a more efficient filing process
- Maintain office organization by cleaning and organizing office daily and checking office supply inventory weekly and re-ordering supplies as needed
- Preparing staff attendance and emailing it to the head office for payroll.

#### Front of the House Team Member

Jan 16, 2014 – April 20, 2016

##### Appleebee's Kout Food Group Al Homaizi Kuwait

- Handled all stations from bar, host, server to car side personnel based on the assign schedule.

#### Cashier

Shell Congressional Gasoline Station Philippines

Oct 2012 – Sept 2013

#### Web Researcher / Encoder

Green Kit Manila Philippines

June 2008 - Feb 2009

#### Service Crew

Mcdonalds Limketkai Cagayan De Oro Philippines

Nov 2007 - April 2008

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## AWARDS & ACHIEVEMENTS

### CERTIFICATE OF EXCELLENCE

#### BEST GUEST SERVICE FOR

SEPTEMBER 2014

APPLEEBEE'S Kout Food Group Al Homaizi Kuwait

### CERTIFICATE OF EXCELLENCE

#### BEST GUEST SERVICE FOR

OCTOBER 2014

APPLEEBEE'S Kout Food Group Al Homaizi Kuwait

## CERTIFICATIONS & TRAININGS ATTENDED

### CERTIFICATE OF COMPLETION SALES AND CUSTOMER SERVICE- FROM GOOD TO GREAT COURSE

American University of Kuwait  
30 April – 03 May 2018

### CERTIFICATE OF COMPLETION CUSTOMER EXPERIENCE WORKSHOP

Groupxen HR Department  
November 5 & 6, 2017

### HUBSPOT ACADEMY (COURSERA) COURSE TRAINING CERTIFICATE SALES TRAINING: BUILDING YOUR SALES CAREER

June 25, 2020

### HUBSPOT ACADEMY (COURSERA) COURSE TRAINING CERTIFICATE SALES TRAINING: TECHNIQUES FOR A HUMAN-CENTRIC SALES PROCESS

June 28, 2020

### HUBSPOT ACADEMY (COURSERA) COURSE TRAINING CERTIFICATE SALES TRAINING: INBOUND BUSINESS STRATEGY

June 29, 2020

### HUBSPOT ACADEMY (COURSERA) COURSE TRAINING CERTIFICATE SALES TRAINING: SALES TEAM MANAGEMENT

June 29, 2020

### CERTIFICATE OF ATTENDANCE APPLEBEE'S SERVICE TRAINING PROGRAM

"The Difficult Guest" (L.A.S.T.)  
April 2015

### CERTIFICATE OF ATTENDANCE APPLEBEE'S SERVICE TRAINING PROGRAM

"The Guest" (W.U.T.T.I.)  
March 2015

### CERTIFICATE OF PROFICIENCY BARISTA

Manila Man Power Center Philippines  
September 30, 2013

### CERTIFICATE OF PROFICIENCY HOTEL & RESTAURANT SERVICES

Manila Man Power Center Philippines  
February 28, 2013

### CERTIFICATE OF TRAINING 100 HR FINISHING COURSE FOR CALL CENTER AGENTS

Pilgrim Christian College Cagayan de Oro Philippines  
April 16 – May 23, 2007

*I hereby certify that all the information mentioned are true and correct to the best of my knowledge and belief and I shall be glad to receive any email or calls hear from you soon.*

*Melanie Pagar*

GENERAL VIRTUAL ASSISTANT

