



MC

MELDRICK CABIAS

ADMIN EXECUTIVE

PROFILE

I am an experienced reports and quality analyst responsible for the overall admin tasks for operations and clients seeking for a full-time position in the field of virtual assistance and general admin tasks, where I can apply my knowledge and skills for continuous improvement

CONTACT

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2019 OVERALL EXECUTIVE ASSISTANT

Sep 2019 - Aug 2022

Great Customer Service Skills, Back Office, Background Check, SEO Analytics, CRM Database and E-mail Management, Web Design, Social Media Marketing, Blog Management, Calendar Management, Lead Generation Specialist, Real Estate Adhoc, Booking and Reservation Specialist, Paralegal Assistant, Property Management.

2014 WORKFORCE REPORTS ANALYST

SiTEL | Mar 2014 - Apr 2020

Independently plan, prepare and maintain business unit reports critical to organizational success/profitability and meeting client expectations

2008 QUALITY ASSURANCE ANALYST

SiTEL | Dec 2008 - Mar 2014

Daily, Weekly, Monthly Quality Reporting (Quality Management Reporting) examples: Trend Analysis, Tracking Report for Quality performance, Deep Dive Analysis report, Customer Satisfaction Analysis Report

2005 TECHNICAL SUPPORT REPRESENTATIVE

SiTEL | Nov 2005 - Dec 2008

Responsible for troubleshooting DSL, PC Hardware, Home Networking, Email Client, Webmail and other related technical issues

2004 CUSTOMER SUPPORT REPRESENTATIVE

UnionBank of the Philippines | Apr 2004 - Nov 2005

Task to monitor the performance of the team, accomplish and submit daily reports and ensure the smooth and fast e-Card application of customers



EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION
MAJOR IN ENTREPRENEURIAL ACCOUNTING



SKILLS

CRM/Email/Blog/Calendar



Customer Service



Microsoft Office, G-Suites



Lead Generation



Property Management



Process Improvement



SEO Analytics



Research



Reports Analytics



Overall Admin Task



Social Media Marketing



Web Design

