

# APRIL JANE GADIN

EXECUTIVE ASSISTANT

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## HI!

I am a highly organized and detailed-oriented virtual assistant with a passion for helping individuals and businesses streamline their operations and achieve their goals. I have honed my skills in various administrative tasks, project management, and customer service. I understand the importance of confidentiality and will handle sensitive information with the utmost care.

### EDUCATION

- **2011-2015** Bachelor of Science in Information and Technology  
ACLC College of Daet (AMA)

### WORK EXPERIENCE

September 2023 - Dec 2024

#### Quality Assurance/ CE Compliance Agent - Barrister

- Monitor and evaluate calls made by agents to technicians to ensure adherence to quality standards and service protocols.
- Manage and organize compliance documentation, including technical files, declarations of conformity, and test reports.

July 2021 - September 2023

#### Executive Assistant - Barrister

- Administrative Task
- Data Entry and Management
- Document Preparation
- Personal Tasks

February 2018 - May 2021

#### Data Encoder - KMPC

- Data Entry
- Maintaining databases and client files
- Handling E-Koop Banker and Digi-Coop
- Scanning Documents
- Managing Hardcopies

January 2017 - December 2017

#### Telemarketer/ Data Entry - Secure Agent Mentor

- Make calls to potential or existing customers to promote products or services.
- Qualify leads by asking relevant questions and determining customer interest.
- Maintain a list of leads and update customer information in the CRM system.

### SKILLS SUMMARY

- Time Management
- Organize
- Auditing and Inspection
- Documentation Management
- Liaison Skills
- Analytical Thinking
- Team Work

### HOBBIES

- Gaming
- Designing
- Photography

### CERTIFICATES

Customer Service in the Cooperative

E-koop Banker Training