

Jenny Toapanta C.

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Address: Guangala It67 & Chorrera St. Cumbayá, Quito-Ecuador



Qualified Administrative Assistant with over 10 years in managerial assistance, call center and receptionist environments. As an Administrative Assistant, I am personable good at building loyal relationships, solving problems and handling daily activities. I am also excellent in listening to customer needs, articulating product benefits and providing valuable information to the customer.

Skills

- Administrative support
- Call center knowledge
- Communication skills
- Stock records management
- Quality assurance and control

Education

Manager's Assistant & Translator:
American Junior College 2003

Bilingual Executive Secretary:
American Junior College 2004

Accounting:
Santa Mariana de Jesus High School
1991

Languages

- English - 90%
- Spanish - 100%

Hobbies

- Gym
- Dance
- Reading

Work Experience

Administrative Assistant – 10/2012 to present
Logikard C.A., Ecuador

- Contact customer to follow up on purchases, suggest new merchandise and inform on promotions.
- Answer product questions with up-to-date knowledge of sales and store promotions.
- Handle company filing system.
- Answer average of 30 calls per day, addressing customer inquiries to sales departments.
- Answer e-mails, addressing inquiries to different company departments.
- Coordinate logistics of upcoming events.
- Handle insurance policies of the company.

References

- Sonia Cruz +593 99 501 6910
- Richard Frutos +593 98 430 1352
- Matthew Moran +593 98 425 7173