

LOURENCE FE A. SOLIVEN

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PROFESSIONAL PROFILE:

Achieved 'Outstanding Performance' at Cebuana Lhuillier, demonstrating adeptness in cash handling, exceptional customer service and fostering professional relationships. Accomplished Administrative Assistant with a proven track record at the Department of Environment and Natural Resources, showcasing expertise in payroll and budgeting, alongside processing vouchers. Highly skilled in administrative support and deadline-oriented tasks, committed to excellence and efficiency.

SKILLS:

- Customer Service
- Cash Handling
- Time Management
- Computer Proficiency
- Good Communication
- Records Management
- Payroll and budgeting
- Expense Reporting
- Administrative Support
- Deadline-oriented
- Attention to details
- Problem solving
- Active listening
- Honesty
- Team Player

WORK EXPERIENCE:

➤ REMITTANCE TELLER/CASHIER

Cebuana Lhuillier (PJ Lhuillier Inc.)

San Fernando City, La Union, Philippines

March 26, 2019 to July 12, 2024

Job description:

- Earned the 'Outstanding Performance' in Achieving Higher 24K Card Sales;
- Earned the 'Outstanding Performance' in Achieving Higher Micro Savings opened account sales;
- Handled transactions - pawning, remittance, currency exchange, microinsurance and banking services;
- Proficient in exchanging different currencies;
- Recorded amounts received and prepared reports of transactions;
- Processed exchange and foreign currency;
- Answered customer inquiries regarding remittances, opening account, pawning, banking services;
- Maintained cash drawer accuracy by conducting regular audits and implementing effective cash handling practices;
- Maintained up-to-date knowledge of company's products, services, promotions, policies, regulations to better assist customers with their needs; and
- Contributed to a positive work environment by demonstrating professionalism, courteousness, and a strong work ethic.

➤ **ADMINISTRATIVE ASSISTANT**

Department of Environment and Natural Resources
Laoag City, Ilocos Norte, Philippines
June 09, 2016 to March 24, 2019

Job description:

- Processed reimbursements and payroll;
- Daily updating Financial Accounting and Reporting (data entry);
- Updating Registries of Allotments, Obligations and Disbursement;
- Supporting month-end and quarterly-end closing procedures, ensuring timely and accurate financial reports;
- Answered multi-line phone system, delivering documents to staff;
- Received & released important documents, correspondence, vouchers and applications;
- Scanning and filing of documents;
- Daily updating electronic document tracking system;
- Executed record filing system to improve document organization and management;
- Greet & assist clients with their requests and queries to ensure clients' satisfaction;
- Promote a positive work environment through effective communication skills and fostering professional relationships among colleagues.

➤ **SERVICE CREW (WORKING STUDENT)**

JOLLIBEE- VIGAN BRANCH
Vigan City, Ilocos Sur, Philippines
August 2015 – June 2016

- Welcome visitors by greeting them, in person or in telephone
- Sets and clears tables during and after customer meal
- Carry and serve food to the customer
- Attend to customers' needs/request
- Deliver fast, friendly and accurate service to all customers

EDUCATIONAL BACKGROUND:

Bachelor of Science in Business Administration

Major in Financial Management

School Year 2012 – 2016

University of Northern Philippines

Vigan City, Ilocos Sur, Philippines

PERSONAL INFORMATION:

Age: 29

Gender: Female

Birthdate: February 02, 1995

Citizenship: Filipino

Marital status: Single

Language: English, Tagalog

Visa Status: Tourist Visa (date of expiry: November 11, 2024)