

# Llewellyn D. Flores

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## Objective

Join an established organisation where my skills in communication, analysis and organization can be utilized and advance productivity.

## Competencies

- Writing
- Copy editing
- Composing reports
- Communication
- Problem solving
- Leadership
- Organization
- Collaboration
- Flexibility

## Technical skills

- Proficiency in Word, Excel, PowerPoint, Publisher, Visio and Outlook
- Intermediate knowledge in InDesign
- Calendar management
- Blogging

## Education

**Bachelor of Science in Chemistry**  
Far Eastern University  
Philippines

## PROFILE SUMMARY

I am a writer and copy editor with over five years' experience with a newspaper. I write news and features on different topics such as lifestyle, art, health, science and education. In 2014, I won the 'Best Feature – Regional Newspapers' at the Dubai Shopping Festival Journalism Award.

I also have over seven years' experience in customer care as Specialist and Quality Assurance Analyst which entailed handling customer service issues, coaching Specialists and composing performance reports. I also have over three years' experience in administrative support handling secretarial duties, administrative level correspondence, liaison, logistics and finance-related tasks.

My work experience has strengthened my skills in written and verbal expression, both in creative and technical approach, as well as my organizational and interpersonal skills. I like challenge and enjoy finding solutions to problems.

## WORK EXPERIENCE

### Writer & Copy Editor | Qatar Tribune | February 2013 – Present

I provide feature stories as well as select and edit articles for the paper's daily supplement. My responsibilities include:

- Sourcing stories and subject matter experts
- Covering events
- Perusing articles to correct spelling and grammar errors, ensure cohesiveness and compliance to the paper's editorial standards
- Editing pages on InDesign which involves adjusting texts, photos and overall layout

### Secretary | Nippon Koei Co, Ltd | April – November 2012

I provided administrative support that covered clerical tasks, document control, logistics and liaison. My responsibilities included:

- Managing administrative level correspondence
- Managing the filing system and reference library
- Handling travel and housing arrangements for staff
- Providing assistance in tender preparations

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## WORK EXPERIENCE continued...

### **Operations Coordinator | Meilleur Trade Link | April – December 2011**

I oversaw the company's daily operations covering the administrative, finance, logistics and sales areas. My responsibilities included:

- Carrying out all administrative tasks from maintaining records, writing sales proposals, preparing quotations, processing incoming and outgoing purchase orders, generating invoices, generating sales reports, preparing pay slips and managing petty cash
  - Carrying out procurement, issuing payments and handling collections
  - Establishing credit accounts with suppliers
  - Expanding client base by sending out introductory letters and initiating cold calls
  - Supervising the sales personnel
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### **Secretary | La Vedette Image Consultant | January – March 2011**

I handled secretarial and administrative duties that included:

- Coordinating meetings, client services and photo shoots
  - Handling correspondence and maintaining the filing system
  - Managing petty cash and preparing quotations, invoices and receipts
  - Handling payments and collections
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### **Secretary | Computer & Research Consultants | April – September 2010**

I provided secretarial and administrative assistance. My duties included:

- Preparing internal memos and sales proposals
  - Coordinating meetings
  - Setting-up appointments for the Marketing Manager
  - Assisting in tender preparations
  - Maintaining the filing system
  - Preparing the payroll and pay slips
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## **Quality Assurance Analyst | AEGIS People Support | December 2007 – March 2010**

I assessed customer-agent interactions and provided customer service specialists coaching and performance feedback. My responsibilities included:

- Evaluating randomly selected specialist-customer call and email interactions
- Discussing the results of evaluations through a one-on-one coaching sessions
- Preparing performance reports for each evaluated specialist and for their respective teams
- Coordinating with the training department to address prevalent areas of improvement
- Conceptualizing learning activities
- Conducting orientations on new products and processes

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## **Subject Matter Expert | AEGIS People Support | June – December 2007**

I provided technical expertise in the products and processes of the client. My responsibilities included:

- Addressing customer issues escalated to Tier 2
- Identifying specialists experiencing a challenging call and providing them assistance
- Generating performance reports
- Identifying areas of improvement from generated reports

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## **Customer Service Specialist | AEGIS People Support | February 2003 – June 2007**

I provided Tier 1 customer care by addressing concerns received via phone, e-mail, and facsimile. I also executed tasks delegated by my immediate supervisor which can include extracting data from customer service software (i.e. Siebel) and generating performance statistics.

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## **OTHER WORK EXPERIENCE**

**Sub-Editor | Food & Beverage Magazine | February – July 2001**

**Sales Coordinator | Food & Beverage Magazine | September 1999 – February 2001**

**Customer Service Specialist | Philippine Wireless Inc. | April 1997 – February 1999**

**Accounts Executive | Huah Jiann International Corp | October 1995 – September 1996**