



# SHERMANE DIESTA

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Customer Service
- Time Management
- Effective Communication
- Office Software
- Internet Research
- Bookkeeping
- Graphic Design
- Schedule Management

## TOOLS

MS Office  
Google Workspace  
Canva  
Zoom, Skype  
Slack  
Trello  
Asana  
Monday.com  
Quickbooks

## PERSONAL PROFILE

A dynamic **Administrative Assistant** with over 10 years experience in customer service and administrative support. A goal-oriented and adaptable, with a positive attitude that helps me excel in both individual and team settings. My willingness to learn ensures that I continually refine my skills to meet evolving business need.

## WORK EXPERIENCE

### CABIN ATTENDANT

**Qatar Airways | 2018 - 2024**

- Comply with all aviation rules and regulations for safety and protection of all passengers
- Enforcing safety measures
- Handles challenging customer situations with professionalism and empathy
- Provide a positive experience by delivering exceptional customer service by taking accurate orders, ensuring timely food and beverage delivery and addressing customers need promptly

### SALES PROMOTER

**Merlin Entertainments Plc | 2015 – 2018**

- Promote company product/services
- Trains all members of the sales team, report weekly sales figures and contributes ideas to the marketing strategy
- Compiles weekly tracker and distribute reports to all relevant personnel, including updates and actionable insights
- Keeps track of employee work schedules, which include assignments, job rotation, training, vacations and paid time off
- In charge of leading, motivating and developing the sales team in order to achieve all commercial and non-financial objectives

### SALES CONSULTANT

**Andy Garments Manufacturer | 2014 – 2015**

- Responsible for daily operations
- Provide exceptional customer service by answering queries, product information, etc.

## WORK EXPERIENCE

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- Handle and resolve customer complaints
- Meticulously handled POS system transactions including credit, cash, exchanges, returns and refunds to ensure seamless and accurate cash flow
- Anticipated customer needs and provided them with high quality service while upholding brand standards and values to ensure customer satisfaction
- Maintained a clean, organized inventory and curated displays of rotating seasonal clothing and accessories

### OPERATIONS ASSISTANT

#### SCMC SM SUPERMALLS | 2012 – 2014

- Provides clerical and administrative assistance
- Implementation of House Rules and Regulation/Code of Conduct for tenant employees, ensuring the above are properly observed
- Preparation of memorandum to be circulated to tenants
- Prepares Accounts Updates Monitoring Report for TRO
- Prepares Rent over Sales monthly report for Mall Manager
- Monitoring of Ingress/Egress of Tenants

### AUDIT ASSISTANT

#### NORTH PARK GROUP OF COMPANIES | 2012

- Filing and documentation
- Responsible for checking company policies and regulation compliances
- Bank Reconciliation of Cash and Credit Card
- Reviews transactions, documents, records, and reports for accuracy and effectiveness of the audit being conducted

## EDUCATION HISTORY

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#### Lyceum of the Philippines University

- Bachelor of Science in Hotel and Restaurant Management 2012