**Eliana Rodriguez**

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**Profile:**

I am a business management graduate looking for a full-time position as an **administrative assistant** with a company where I can contribute to manage diverse administrative tasks in an effective and timely manner.

**Skills:**

* English, Spanish, French
* Professional, attentive to detail, able to prioritize workload, self-motivated
* MS- Project, Word, Excel, PowerPoint

**Education:**

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| Business Management | 2016 - 2018 |
| LaSalle College, Montréal, QC. |  |
| Diploma – Certificate of Proficiency in French | 2016 - 2017 |
| Concordia University, Montréal, QC. |  |
| International Business | 2013 - 2016 |
| Universidad Javeriana, Cali, Colombia. |  |

**Certifications:**

Standard First Aid & CPR/AED Level C

**Work experience:**

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| **Team Member** | 2017 - 2018 |
| Olympus Foods, Montréal |  |

* Enthusiastically serve the customers in English and French
* Take and process the food orders
* Balance the cash receipts at the end of the shift

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| **Customer Service Representative – Call center** | 2016 |
| Fusion BPO Services, Montréal |  |

* Take and redirect (when required) up to 30 calls per day using phone etiquette
* Take and process payments from customers
* Solve the customers’ concerns and questions through the phone

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| **Administrative assistant intern** |  2018 |
| On Our Own, Montréal |  |

- Update and organize the monthly schedule of activities using MS Excel

- Create and update documents using MS Word

- Enter data for the expense report using MS Excel

 - Design and print flyers and newsletters using MS Publisher

 - Scan and photocopy documents as requested

References from work and schooling are available upon request.