

LOVELY BANDAL

Administrative Assistant *Studying Legal Services*

Blacktown, NSW 2148
Australia

m: 0402 479984

lovelybandal@gmail.com

Summary

I arrived in Australia last June 2008 holding a Permanent Resident Visa. After spending close to a year in discovering this beautiful country and settling down, I undertook and completed a professional training in Certificate III Business Administration at TAFE Hornsby College. From this course, I developed further skills and knowledge in general administrative role. This increases my efficiency in drafting business correspondence, reports, managing diaries and handling customer service. I also have gained advanced computer skills in Microsoft Office including Word Processing, PowerPoint and Excel.

While acquiring more skills and qualifications in business administration, I have been active in attending training, workshops and seminars in the community and sponsored programs by the government for skilled migrants. In May 2011, I had an opportunity to work with The Parramatta College as Administrative Assistant where I gained experience and more understanding on the workplace culture in Australia.

In February 2012, I decided to pursue my study in Legal Services. I have recently completed Certificate III Business Administration (Legal) at TAFE The Hills College where I developed skills in a range of areas including using legal terminology, drafting legal correspondence, maintaining record for time and disbursements, audio typing, and other administrative tasks in legal office. I am currently completing Certificate IV Legal Services at TAFE Blacktown to further my skills and gained more qualifications in this field. Whilst studying, I am desiring to focus on starting a career in administration profession in any industry.

Work History

The Parramatta College

Parramatta NSW, Australia

May 2011 - Jul 2011

Administrative Assistant

I have worked with this organisation as an administrative assistant directly reporting to the project coordinator.

I provided administrative support to the project coordinator and other staff including managing schedules, making business correspondence, answering phone calls, preparing the meeting room, and assisting the guests. I have also performed other administrative tasks like filing, record keeping, maintaining accurate database record, answering and sending emails, managing letters and photocopying.

The challenge that I have encountered and successfully accomplished in this role was, when given a task by the project coordinator to complete the mid-year report which was due in 3 weeks. The report is to get a collective data about the total numbers of students in the Skillmax course. This requires a good eye on detail and accuracy. To ensure that I am collecting accurate data, I contacted each client to recheck and update their profile and information, created spread sheet for recording of data, and entered all the information into database system. Whilst performing other duties, I managed to complete the report by listing down all my tasks and arranging them according to its priority level. I was able to complete and finish the report on time and the project coordinator complimented me for an excellent job.

Mediterranean Heights Homeowners' Association

Visual CV

Visual CV Printable - pdf
file

Certificates

Certificate III Business Administration



Certificate of completion on
Certificate III Business
Administration at TAFE Hornsby
College NSW.

Training Certificate



Certificate of completion on one
month extensive training program
of Digitel Mobile Philippines (Sun
Cellular). Participated as one of
the pioneers.

Recommendation

*"Lovely displayed a positive
attitude at all times while
completing her legal studies -
she worked hard and
demonstrated competency in all
her subjects. Her attendance
was excellent and she always
put a 100% effort into her
work."*

Jennifer Macri

Relieving Head Teacher
Legal Services
TAFE The Hills College NSW

Secretary

I have worked with this non-profit organisation as secretary and provided administrative support to the board that had eleven members.

I performed drafting business correspondence, arranging meetings, preparing agenda, recording minutes of meeting, liaising with the members, and assisting the board in amending corporate by-laws.

I have also performed filing and keeping of confidential records and documents, managing emails and letters, photocopying, and other general administrative tasks.

One of my best contributions to the organisation was improving its records and file by using chronological order system which benefited the organisation in managing legal matters.

Digitel Mobile Philippines (Sun Cellular)

Quezon City, Philippines

Oct 2004 - Jun 1993

Customer Service Specialist

This is a mobile telecommunication company which is similar to TELSTRA, Australia.

I started to work with this company as a retail assistant where I performed greeting and assisting the customers coming in to the shop, and answering all their enquiries about the company's promotions, products and services.

After a couple of months in handling this role, I was chosen to participate in one month extensive training program in customer service and was promoted as Customer Service Specialist. My responsibilities include assisting the clients in filling out and processing their application for line subscription, entering the customer's information into database system, and handling customer's complaint.

I have learned a lot in this job in dealing with different kind of people. Working in customer service requires a lot of patience especially in handling difficult customers. Whenever my customers come to me and raise their concern, I make sure that I am listening to them attentively. I let them vent out first and after hearing them, I propose resolution to their concern. If it is beyond my responsibility, I explain them the process of resolving the concern and make appropriate report about it. If necessary, I do some follow up about the progress of the concern and give updates to my customers by sending email or calling them.

From this role I have developed strong interpersonal skills and strong ability to deal with people from diverse background.

Siemens, Inc., Philippines

Makati, Philippines

Oct 1997 - Jan 2002

Corporate Receptionist

My main responsibilities in this role include welcoming and greeting the guests, answering phone calls and transferring calls to designated person or department, updating directory, and maintaining the reception area.

I performed customer service in the front line both face-to-face and phone based while representing and maintaining the professional image of the company.

In my service to this organisation, I initiated the restructure of the duties of the receptionist by talking to my manager and proposing adding administrative tasks to the role. These include performing data entry, filing and record keeping, and accepting and distributing letters. The outcome was an increased in efficiency in General Administration Department.

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"Lovely was a very good student in my Communication class when she studied Certificate III Business Administration in 2009. Her previous work experience added a realistic dimension to class discussions; she grasped concepts quickly and was able to mentor less experienced students. Lovely demonstrated a potential for leadership and her high level skills in Business Administration will make her a valuable member of a team in the workplace." -

Rhondda Collins

Part Time Teacher
Business Administration
TAFE Northern Sydney NSW

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"I have been Lovely's colleague at Siemens' Philippines from the period of 1997-2002. I found her to be consistently pleasant, tackling all assignments with dedication and a smile."

Though she worked as our receptionist, Lovely was extraordinarily helpful in other areas of the company."

I highly recommend Lovely for employment. She is a team player and would make a great asset to any organisation." -

Luzviminda G. Velasquez

Siemens-Enterprise, Austria

Key Strengths

- High level computer skills including Excel, Word, PowerPoint, and Internet
- Excellent organisational and time management with good multi tasking skills
- Good command over spoken and written communication skills
- Comprehensive knowledge of drafting reports and other related business correspondence
- Strong attention to detail with high level of confidentiality
- Ability to do research works and collection of data
- Ability to deal with people from diverse background
- Ability to perform and complete tasks with minimal supervision

Training / Education

CERTIFICATE IV LEGAL SERVICES

TAFE Blacktown NSW

Currently completing (Part Time Evening)

CERTIFICATE III BUSINESS ADMINISTRATION (LEGAL)

TAFE The Hills College NSW

Completed June 2012

CERTIFICATE III BUSINESS ADMINISTRATION

TAFE Hornsby College NSW

Completed Dec 2009

BACHELOR DEGREE BUSINESS ADMINISTRATION

Asian Institute for Distance Education

Completed Apr 2003

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