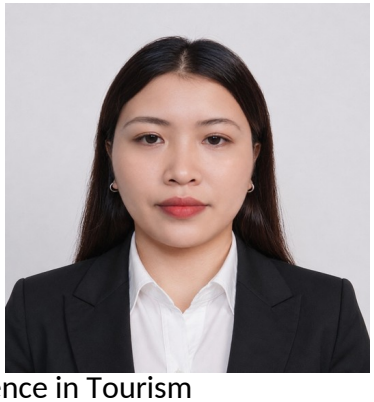


JORELYN V. DELA PEÑA

CONTACT
Cagayan de Oro City, Philippines

SUMMARY

Motivated and detail-oriented professional with a Bachelor of Science in Tourism Management. Strong communication, organizational, and customer service skills developed through academic training and hands-on work experience in administrative and customer support roles. Proficient in handling administrative tasks, managing records, assisting customers, and maintaining organized workflows. Quick to learn new systems and technologies, adaptable to changing environments, and committed to delivering high-quality work.

EXPERIENCE

Administrative Assistant
Ink4U Corp. | Cagayan de Oro City | Apr 2023 – Sept 2023

•Managed hard copy and digital file organization to improve document accessibility and office efficiency.
•Answered incoming phone calls and addressed customer and office inquiries professionally.
•Maintained accurate records and supported daily administrative operations.
•Assisted with clerical tasks including documentation, filing, and office coordination.

Customer Assistant
SVI SM Supermarket | Cagayan de Oro City | Jul 2022 – Dec 2022

•Assisted customers with product inquiries and provided in-store support during daily operations.
•Processed cashier transactions accurately while handling customer payments and receipts.
•Collaborated with team members to maintain smooth store operations during peak hours.

EDUCATION

Bachelor of Science in Tourism Management, 09/2018-06/2022
PHINMA CAGAYAN DE ORO COLLEGE
Cagayan de Oro City, Misamis Oriental

SKILLS:

- Administrative operations
- Microsoft Office
- Documentation