



Rizza Mae Villaflores Duran
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Address:
Mahimat Tower,
Hamdan St. Abu Dhabi

Date of birth: 04/11/1999

Citizenship: Filipino

Height: 170 cm

Civil Status: Single

SKILLS:

- Customer Service skills
- Effective Communication
- Work with less supervision
- Computer Literate
(Research/ Internet/MS Office/
Microsoft word, PowerPoint,
Excel etc.)
- Problem Solving

Career Objective

Seeking a challenging position in an organization where I can learn new skills and broaden my knowledge. I am eager to equip myself with additional skills by working with a collaborative team that supports my professional development and make valuable contributions to the success of the organization.

Education

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES (PUP) COLLEGE

San Pedro, Laguna, Philippines

Bachelor of Secondary Education Major in Mathematics | 2018 –2022

MUNTINLUPA NATIONAL HIGH SCHOOL (Main) SENIOR HIGH SCHOOL

Población, Muntinlupa City, Philippines

Information and Communication Technology (ICT) | 2016-2018

Job Experiences

Administrative Assistant – 23/06/2025 to present

International Foundation Group LLC – DIC, Dubai, UAE

- Drafting, preparing, and distributing correspondence and reports.
- Conducting data entry, performing basic bookkeeping.
- Assisting with project management tasks.
- Answering phone calls, handling email and mail correspondence.

Communication Assistant – 25/03/2024 to 12 May 2025

Federal Exchange – Hamdan Branch, Abu Dhabi UAE

- Assist customers with foreign currency needs
- Attending Customers Remittance Transactions
- Resolve customer complaints, independently, wherever possible.

Senior Associate – Operations – September 2021 to February 2024

WNS Global Services Philippines, Inc.

- Customer Representative/ Travel Account
- Assisting customers for travel reservations
- Processing payments and re-schedules.

Mathematics Tutor - May 2022 to November 2022

Handled two Students | Grade 3 and Grade 7

Store Assistant - November 2018 to November 2019

Greenwich Pizza | Muntinlupa City, Philippines

- Greet customers, record orders, and serve food and beverages with a consistently positive and helpful attitude, including answering questions about the menu.
- Input orders into a point-of-sale system and accept payment using a credit card reader or cash register, calculating change accurately and quickly as required.