

ANDOLALAINA RAKOTOMALALA
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OBJECTIVE

Highly organized and detail-oriented Office Assistant with 2 years of experience in providing administrative support, managing office operations, enhancing productivity and a strong phone etiquette. Seeking to contribute my skills in communication, office management and exceptional skills in customer service.

EXPERIENCE

COLORTEX GLOBAL INC,
360 West 36 ST, NY, 10018

05/2022-08/2024

Office Assistant

- ✓ Answer and route phone calls, take messages, and handle inquiries.
- ✓ Manage incoming and outgoing emails, respond to queries, and organize email communications.
- ✓ Greet visitors, handle guest inquiries, and provide information.
- ✓ Organize and maintain physical and electronic filing systems.
- ✓ Monitor and order office supplies, manage inventory, and ensure the office is well-stocked.
- ✓ Maintain accurate and up-to-date records and documentation.
- ✓ Assist with onboarding new employees, including preparing materials and conducting orientations.
- ✓ Making invoices and purchase order using QuickBooks.
- ✓ Collect payments in cash or card or check.

JJ'S FOOD MARKET,
3609 MAIN ST, MOSS POINT, 39563

01/2021-09/2021

Customer service cashier

- ✓ Manage transactions with customers using cash registers
- ✓ Scan goods and ensure pricing is accurate
- ✓ Collect payments whether in cash or credit
- ✓ Maintain clean and tidy checkout areas

Kindergarten school,
Neijiang, Sichuan Province, China

05/2017-12/2018

English teacher

- ✓ Developing basic language skills: vocabularies, pronunciation
- ✓ Creating a fun learning environment: using songs and dances
- ✓ Encouraging participation and interaction: doing role-play

SAMIS FREQUENCE,
Saint Michel Amparibe, Antananarivo, Madagascar

02/2016-04/2016

Head of the Radio Department/ Internal Internship

- ✓ Team leadership and management: supervision staff and doing a performance review
- ✓ Developing and overseeing the station's programming, ensuring it aligns with the target audience
- ✓ Ensuring that the station's infrastructure and equipment are always functional
- ✓ Crisis management: preparing for and managing any technical or equipment failures
- ✓ Ensuring that the supervisor is always informed about all works at the station
- ✓ Ensuring each member's attendance

**Organizational Communication,
ARO Insurance HQ, Antsahavola, Antananarivo, Madagascar**

05/2015-07-2015

Internship in Communication Department

- ✓ Drafting internal and external communication support such as conducting employees and customers survey
- ✓ Doing data entry in spreadsheet
- ✓ Assisting and advising during the filming of the company's advertising spot for their 40th anniversary
- ✓ Assisting in the planning and communication for external event

TECHNICAL SKILLS

- ✓ Processed and filed documents, maintained records, and organizational efficiency.
- ✓ Provided exceptional customer service by answering phone calls, greeting visitors, and addressing inquiries promptly.
- ✓ Handled sensitive information with discretion and maintained confidentiality in all aspects of work.
- ✓ Monitored and managed office supplies and equipment.
- ✓ Proficient in using email platforms such as Microsoft Outlook, Gmail, or other email clients.
- ✓ Familiarity with basic accounting software such as QuickBooks for handling invoices.
- ✓ Experience with document management systems such Google Drive for organizing, storing, and sharing files.

EDUCATION

Purdue University, Fort Wayne, IN

01/2020-12/2020

- ✓ Psychology

Neijiang Normal University, Sichuan, China

03/2017-01/2019

- ✓ Chinese Language: Mandarin

**SAMIS-ESIC School of Information and Communication,
Amparibe, Madagascar**

10/2012-08/2016

- ✓ Bachelor Degree in Information and Communication Science, specialization in Organizational Communication

College Saint Joseph, Mahamasina, Madagascar

09/2009-08/2012

- ✓ High School Diploma

Language proficiency

- ✓ English as a Second Language
- ✓ Mandarin
- ✓ French
- ✓ Malagasy

**Advanced
Notion
Primary Language
Native Language**

Reference Available Upon request