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| **CURRICULUM VITAE** |

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**Virginia**

[**Virginia.103026@2freemail.com**](mailto:Virginia.103026@2freemail.com)

Visa status: Husband Visa

**Career Objective**

“I am a team oriented person with excellent communication skills and dedicated to customer service with a passion to establish good long term relationship for all related parties”.

**Interested fields**

**Customer Service / Sales /Administration/Secretarial .**

* Extensive administrative experience coupled with excellent organizational skills and the ability to multi task effectively is an integral part of my management style.
* Adopts a systematic positive approach to problem solving and effectively analyses results and implement solutions.
* Dedicated and committed, willing to take on challenging roles, tough assignments and work to tight deadlines.
* Dedicated to building a highly motivated team aware of their role in improving productivity and quality

**Work Experience**

**TOTAL ALLIANCE HEALTH PARTNERS INTERNATIONAL (Tahpi)**

**Designation: Customer service.**

**Location: Dubai**

**Period: 2014 - To Date.**

(TAHPI)Total Alliance Health Partners International is a regional chattered leading medical equipment supplier and leading health sector designer & architect. It plays a key role of supplying most U.A.E medical centers and hospitals with the latest hospital equipment. We are actively involved in tendering; conducting surveys and reporting all medical centers progress to the U.A.E health authorities’.

**Duties &Responsibilities:**

* Contacting private & public healthcare facilities for a confidential survey to evaluate ministry of health compliance & regulations that pertain to healthcare providers and facilities.
* Compressive and analytical monthly reporting to management. I also relayed our feedback and discrepancies to ministry of health for right action.
* Reviewing completed surveys for errors, completeness and legibility
* Interviewing Medical Operation Managers by telephone & online submission guidance following all set procedures.
* Contacting medical institutions to collect updated contact information to add to existing database as well as guiding them on complying with government requirements.
* Implementing and complying with business rules and regulations to assure attainment of set ( Key performance indicators ) KPI’s
* Developing & maintaining reporting templates, consolidating data, preparing reports on records and filing completed work.
* Computing sales orders and contracts with both local and overseas suppliers.
* Managing shipments delivery and their documentations.
* Assisting in procurement process, timely inward clearing and supplier registration.
* Maintaining both soft copy & hard copies contacts, trading licenses of our suppliers.
* Liaising of information between sales and customers.

**Assisting on administration work**

* Maintaining employee attendance / leave / time sheets used for salary processing.
* Making and updating the rooster plan of civil engineers according to the new and existing sites.
* Performing filling of documents administrative work including copying and organizing.
* Keeping petty cash float for administrative expenses.
* Annual renewal of company yearly subscriptions, licenses motor vehicles, employees medical schemes, visa etc.
* Organizing documents approval from the concerned signatories like finance, Hr. and operations departments.

**AL FUTTAIM MOTORS. (Toyota Branch)**

**Designation: Customer Care Service/Receptionist.**

**Location: Dubai**

**Period: 2008 Sep – 2010 Sep**

**Duties Responsibilities**

* + Handling all incoming calls and responding to inquiries with the appropriate manner.
  + Re-direct calls as appropriate and take adequate messages when required.
  + Solid customer relationship by handling their queries and concerns with speed and professionalism.
  + Managing general administration in front office area.
  + Logging all calls in conjunction with sales department and submitting the reports to the supervisors on a daily basis.

**Organizing and prioritizing of placed orders.**

* Booking of orders in Oracle ERP system as well as Customer resource Management (CRM).
* Attending Re-directed calls from outside parties and advising customer enquiries in the most appropriate manner.
* Maintaining the required stocks float of motor vehicles in the assigned showroom.

**Contract preparation and General Invoicing**

* Preparing invoices & debit notes to our customers. Was actively involved in rising debit notes to our customers as per the letter contract.
* Manage cash customers and supervise the cash to be deposited in bank immediately and posting receivables in the system.
* Follow up of supplier payments and reconciliation of suppliers statements with the finance team.
* Prepared debit notes in cases of damages or mismatch of our customers’ expectations. Prepared credit notes in cases where we supplied less goods or substantial goods. For example when our customers failed to unload trucks or clear vessels in delivery ports we had to charge them demurrage and waiting charges. In case of less goods received or substandard goods we monitored procurement team to get credit notes from suppliers or compensation by cash or offsetting by outstanding invoices.
* Organized payments on time to outsourced services like clearing agents. In this regard I was involved in preparing Purchase requisitions (PR), and forwarding them to procurement for service Purchase orders.
* Cross checking goods received vouchers (GRV’S) from warehouse / stores I made sure that the invoices were matched with the GRV’s before they proceed to finance for payments. I also verified that the invoicing rates were as per our contracts.

**Documentation functions**

* Export and Import Document management: Processing local sales and export sales documents like certificate of origin (C.O.O), logbooks, customs documents, bill of entry and bill of exit and bill of Lading for overseas sea shipments as well as imports arising from inward returns
* Directly supervised preparing customs clearance documents, Bill of entry export declaration, Bill of Lading& collection of Municipality and shipping documents.
* Overseeing Documents application and their verification. Export and import documents are prepared by different departments and even outside parties and they are prone to errors that can cause losses to all related parties. Before submission of the documents to the final concerned Logistic officer, we had to cross check and verify all documents to avoid irregularities at transit points and also at the destinations.
* Verifying all documents of buyers and make sure all stipulations are well attached before proceeding.
* We assisted in drafting of letters of contracts (L.C’S), export invoices / Commercial invoice, Beneficiary certificate, ownership certificate, test analysis reports and Packaging Lists.
* Communicating with warehouse the schedules of dispatching spares and motor vehicles after finance department release.
* Inventory management by dashboard tracking of available automobile and spares.
* Ageing analysis of finished goods before giving dispatch schedules.

**Tracking of shipments and updating our customers vessel voyages**

* Coordinating of local and export freight with logistics departments and getting the vessel that suit my orders and customers interests.
* Giving the customers the best rates of local sea freights rates on free and board orders

**CADBURY KENYA LIMITED:**

**Designation: Executive secretary.**

**Location: Nairobi, Kenya**

**Period: Jan 2004 – 2008 July.**

**Duties and Responsibilities:**

* Booking of hotels and air tickets for senior staff travelling for business purposes
* Outsourcing manpower and preparing their attendance and payments.
* Handling all incoming calls and responding to inquiries with appropriate manner.
* Handling petty cash and transferring cash payments.
* Filing and keeping all the important documents.
* Performing duties and responsibilities as assigned by the manager.
* Preparing correspondence, reports, and materials as needed in software applications, MS word and excel.
* Making orders for the office supply and maintaining re-order level of supply.

**PROFESSIONAL QUALIFICATIONS**

**Graffins College and Breldan Consultants Limited: (2002 – 2003)**

* Higher Diploma in secretarial& Office Administration.

**North Heritage business systems Computer College:** 2004 -2005.

* **Certificate in computer applications.**

**Computer Proficiency.**

Ms Word, Ms Access, Ms Power point, Ms Windows, Ms excel, Email & Internet ,ERP and Page maker .

**Hobbies:** Reading business journals, socializing and charity work.