

 Holder of UAE Driving License

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| Objective | To continue my career with an organization that will utilize my management, supervision and administrative skills to benefit mutual growth and success. |
| Skills & Abilities | 15+ years of experience in position demanding strong administration / operations sales and problem solving as well as high level of ability to the following: * Management and Supervision
* Sales and Marketing
* Dynamic
* Goal Oriented
* Organizational Skills
* People skills
* Resourceful
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| Experience | Company: Cosmetics Distribution Company (The Pure Beauty Co)Position: **Operations Manager**Date:January 2017 –December 2017Position: **Office Manager/HR**Date:September 2014 –December 2017**Operations:*** Coordinate, managed and monitor the working of various departments in the Company
* Delegate responsibility to appropriate staff and ensure day-to-day functions and responsibilities assigned are completed
* Manage and direct operations team to achieve business targets
* Assist in developing or updating standard operating procedures for all business operational activities. Monitor adherence to rules, regulations and procedures
* Build strong relationship by addressing customer issues and complaints in a timely manner
* Monitor and control expense according to allotted budget
* Maintain accurate and clear documentation for operational procedures and activities
* Work in compliance with company policies and procedures
* Ensure team follows standard operating procedures for all operational functions
* Conduct regular meetings with team to discuss about issues, concerns, updates etc
* Support operational risk and audit process for the purpose of preventive maintenance
* Handle company trade license renewal process, Chamber of commerce, Dubai Trade and other relevant company legal operational processes
* Process Certificates of Origin, Dubai municipality product registration
* Prepares forecast by brands on quarterly basis
* Formulated and maintained the following excel files:
* Sales order monitoring
* Product Pricing Analysis
* Shipping COG Analysis
* Leave tracker
* Accounts payables
* Cash flow
* Petty cash

 **HR:*** Process staff’s end of service benefit, salary, visa, leave entitlement
* Assist in recruitment and placement of required staff
* Establishment of organizational structure, delegation of tasks and accountabilities. Establish work schedules. Supervise staff
* Monitor and evaluate performance within the operations department
* Provide operational support and guidance to staff
* Maintain records of all the staff
* Provide orientation of new staff
* Assist in employee appraisals, promotions, compensation and termination based on the performance review.

 **Logistics/ accounts:*** Handling procurement and negotiate optimum advantages with suppliers & vendors, obtain quotes
* Prepare purchase order, compile documents and assist with imports and customs clearance processes.
* Knowledgeable to UAE’s requirements and processes
* Prepares petty cash report, cash flow, accounts payables, balance sheet on monthly basis.

Company:Social Humanitarian Relief Aid Company (Priyanka Middle East)Position: **Administrative Assistant / Purchasing / Logistics**Date: January 2013 – July 2014* Ensure efficient and effective daily running of complete office administration functions
* Serve as a focal point for Management and associate offices
* Manage Management schedules; travel plans; handle business communication as required
* Participate in meetings with the Director; prepare for meetings and conference; represent the company in trade shows, conferences on behalf of the Management
* Act as a focal point for overall functioning of the organization and other administrative systems
* Managing vendor selection process and thereafter ensure implementation of the agreed service level agreements
* Managing relationships with international relief agencies
* Serve as a focal point to contacts in handling all logistics with the clients/vendors to ensure efficient execution of projects and services
* Assisted the Management and associate offices in developing business by identifying potential areas; analyzing logistical problems and recommending new solutions

Company: Al Shafar Contracting Company Position: **Sales Coordinator/ Sales Executive (Projects)/ Office Admin**Date: 2010 November - 2012 October * Follow up Sales Lead
* Sets appointment between the sales team and the prospected clients
* Support Sales Team on daily basis
* Responsible for outsourcing client needs
* Doing Procurement work for In-house Projects
* Monitor work progress on site in plumbing section
* Meeting Suppliers and Discuss details of product and availability
* Meeting clients for presentation
* Doing Administrative work which involved:
* *Correspondence*
* *Quotations*
* *Filing*
* *Inquiries*
* *Invoicing*
* *Minutes of Meeting*
* Preparing for monthly Petty cash statement
* Supplier reconciliation
* Client reconciliation.

Company: Jashanmal Nat’l Company (Wafi, Mall of Emirates) Position: **Senior Sales Assistant**Date:2002 March - 2008 June * Responsible for the staff schedules within the department
* Handling customer complaint
* Focus mainly on how to improve the sales of the department as per season
* Merchandising of brands
* Responsible for the ordering of stocks in daily basis
* Coordinate with the clients regarding deliveries
* Monitor and maintain stock level in the department by doing the floor walk every day
* Involved in team meeting and contribute in positive manners
* Responsible to the manager
* Providing highest standard of customer service at all times.

Position: **Sales Assistant*** Principal duties include visual merchandising, proper cash handling procedures, store cleanliness and hygiene
* Provide efficient sales service to customer, maximizing sales
* Maintaining stock level in the store, and ensure stock room is well organized
* To meet the department target and minimize shrinkage
* Demonstrate excellent product and range knowledge
* Create and project a positive image of oneself and the company at all times
* Developing and maintaining data base for telesales

Company: Escada Sport boutique (Palm Strip mall) Position: **Sales Assistant**Date:1999-2001 * Ensuring that the stocks are properly merchandise, color wise, style wise and season wise
* To ensure stockroom is arranged in an organized, systematic, clean and orderly manner
* Making sure that all customers are greeted when they enter the shop and always be available to offer assistance
* Carry out other duties as instructed by the manager.
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| Education | Airlink international aviation schoolBS Tourism 1996-1999 |
| training / seminar attended | Self and Time ManagementACTION Customer Service Sell to profit Team building Product and branding strategy |
| I.T Skills | Proficient in Microsoft Office applications: Word, Excel, VLOOKUP, Access, Powerpoint.Retail Pro, Microsoft Retail Management system Basic Knowledge in ERP, Peachtree, Tally |
| profile | Nationality: FilipinoMarital Status: SingleReligion: Roman CatholicLanguage known: EnglishVisa Status: Visit Visa |