

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 |
| Experience | Company: Cosmetics Distribution Company (The Pure Beauty Co)  Position: **Operations Manager**  Date:January 2017 –December 2017  Position: **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. |
| Education | Airlink international aviation school BS Tourism 1996-1999 |
| training / seminar attended | Self and Time Management  ACTION 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: Filipino Marital Status: Single  Religion: Roman Catholic  Language known: English  Visa Status: Visit Visa |