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| Ruscel[Ruscel.136066@2freemail.com](mailto:Ruscel.136066@2freemail.com) | **C:\Users\ADMID\Desktop\Rus Pics.jpg** |

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| **Profile** |  |  | |
| Reliable, success-driven and competent professional with 3 years’ hands-on experience in clerical and executive support tasks but total of 12 years’ experience working in UAE. Well versed in performing a variety of administrative tasks; entering office data into Oracle based system, producing and corresponding email conversation, and maintaining and updating office data files. Excellent verbal and written communication skills. Utterly dedicated to utilize earned skills in the field of administration by working effectively and consistently. | | | |
| **STRENGTHS** | | | |
| * Proficient in standard Email and Internet operations | | | * Strong commitment to service excellence * Friendly individual with a calm nature |
| * Excellent planning & organizing skills | | | * Maintains effective communication |
| * Willing to do multitasking * Hardworking, Goal-oriented, Fast learner * Effectively works collaboratively with co-workers, supervisors managers | | | * Can work with minimum supervision * Having high sense of responsibility and time management |

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| **Academic** | **Qualifications** |  | |
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| **Bachelor’s degree in Computer Science**  University of Perpetual Help System, Laguna – Philippines | | | **1999** |
| **High school**  Aplaya National High School  Sta. Rosa City, Laguna Philippines | | | **1995** |

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| **Career** | **Achievements** |  |
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| * Achieved consistent career progression based on outstanding performance demonstrated in work profile. * Showed flexibility in working well in cross-functional teams even under pressure with a good sense of urgency to complete tasks within strict deadlines. | | |

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| **Experience** | **Snapshot** | |  | |
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| **Administrative Assistant**  World Fuel Services Trading DMCC  Swiss Tower, JLT Dubai UAE  **Sales Executive**  OAKS Hotels & Resort – JLT Dubai UAE  (Oaks Liwa Heights Hotel Apartments)  **Sales Coordinator/Accounts Assistant**  Veracor Printing Press FZ LLC  International Media Production Zone  IMPZ- Dubai UAE  **Receptionist/Secretary**  Veracor Printing Press FZ LLC  International Media Production Zone  Dubai UAE  **Sales Executive**  Al Faris Hotel Apartments  Dubai UAE | | **April 2014 – Mar 2017**  **Nov 2012 – April2014**  **April 2012 – Oct 2012**  **Jan 2012 – April 2012**  **Jan. 2009- Jan. 2012** | | |
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| **Secretary Jan. 2007 - Dec 2009**  Al Faris Hotel Apartments  Dubai UAE  **Front Office Receptionist June 2005 – Dec 2006**  Al Faris Hotel Apartments  Dubai UAE  **Sales/Cashier Jan. 2005 – June 2005**  Sportzone General Trading LLC  Dubai UAE   |  |  |  | | --- | --- | --- | | **Job** | **Role** |  | | **ADMINISTRATIVE /ACCOUNTS ASSISTANT (WORLD FUEL SERVICES)**   * Provide general Administrative support to Senior and Team members, including reception duty * Manage phone calls and correspondence, perform general copying, send faxes and scan documents, retrieve and return files (e-mail, letters, packages etc.) * Response to all emails from Supplier and Customers queries * Support and coordinate with the Department head/Team members * Maintain general file up-keep including physical filling, of paper works and uploading documents to the internal system. * Update and maintain office policies and procedures * Maintain/Update Supplier and Customer contact lists/data base * Assist Senior Managers to book travel arrangements * Provide general support to all visitors * Liaise with executive and senior administrative to handle requests and queries from senior managers/team members * Perform general office management duties including ordering of supplies, setting up meetings, organizing events, assigning and monitoring clerical functions * Create electronic and/or physical files including creating file labels. * Liaise with local HR Manager such as leave tracking , sick leave form and etc * Liaise with local Accounts Manager to ensure billing and Invoices payments are on track * Assist with distribution of check and going to banks to en-cash check for petty cash, paying bills such as Etisalat, dewa and Du * Chasing Suppliers for Invoices and Bunker Delivery receipt for the vessels that is already supplied * Checking Invoices received from Supplier, correct vessel name, quantity delivered and correct price according to the confirmation and enter it in Oracle to lift the bunker Invoices * Printing bunker Invoices from the Oracle and sending it to the Customers * Chasing Suppliers for all the original Invoices & BDN and Courier original documents to Customer * Prepare/Assist local HR Manager for the documents of Visa Processing (New Visa, Renewal, Cancellation) * Preparing cheque payment every end of the month and sending Cash report on my Account Manager absence * Managing petty Cash transaction on Accounts Manager absence * Call Companies for the their outstanding/pending/due payments * Perform other duties as assigned * Reporting to local HR/Accounts Manager | | | | **SALES EXECUTIVE (OAKS LIWA HEIGHTS HOTEL)**   * Established client base of organizations, association, social and corporate businesses through direct outside and inside sales effort for the purpose of securing business for the Hotel to ensure that predetermined sales expectations are meet and exceeded. * Good experience in Dubai Corporate market & strong relation with Tour Operators and Travel agencies * Maintaining and updating Companies & Travel Agencies contact details. * Giving confirmation to all reservations. * Reporting to Director of Sales & Marketing * Visiting Corporate and Travel agencies to promote Hotel facilities & services * Respond to all guest queries * Updating Corporate Companies and Travel agencies contracted rates and promotions * Meeting Potential companies * Prepare daily, weekly & Monthly Sales report * Performed outdoor sales including coordination with various companies and travel agents. * Processed and handled group rooming lists, reservations, and associate reservations requests.   **ACCOUNTS ASSISTANT (VERACOR PRINTING PRESS)**   * Assist the accountant for all accounts job * Preparing Cash/cheque payment voucher * Updating the Job Card/Order according to the correct details, such as Invoice no. Amount, job description and make sure that the details posted accordingly * Updating the paper used and plate using in the Job Card/order in the system (Tally) * Handling Petty cash * Preparing Bank Payment Voucher * Updating Purchased Invoice in the System (Tally) * Maintain the flow of documents and proper filing * Follow up Customer for the outstanding Balances/payment   **SALES COORDINATOR (VERACOR PRINTING PRESS)**   * Support Sales & Marketing team with all required information * Prepare Pro-forma/Invoices and Delivery Note. * Prepare Job card/order according to the quotation approved from the clients * Arrange, Monitor and coordinates to the driver and courier for the job and to ensure that it will be delivered on time and in right location * Coordinate with Production Manager for some production requirements   **RECEPTIONIST/SECRETARY (VERACOR PRINTING PRESS)**   * Attend all incoming phone call and transferring calls to designated person required * Provide prompt and courteous service to customers, clients and supplier visiting the office * Assist the Clients with their work and demands for the job given * Update costumer contacts and preparing staff details.   **SECRETARY (AL FARIS HOTEL APT)**   * Maintaining the staff list of Employment visa, labor card, health card and passport expiry * Preparing the list of requirements for renewal of visa * Updating the Visa Manager in the system * Sending Chairman’s report * Sending, receiving and distribution of faxes, couriers and mails for the 3 buildings. * Timely handover of special reports requested by management. * Preparing Corporate rates requested by the Company. * Attending to telephone calls and offering caller assistance. * Drafting correspondence of the department including letters, memos, facsimile, messages and reports in an accurate and timely manner. * Scheduling and arranging meetings and appointments for General Manager. * Maintaining and Updating Employee Database. * Maintaining and updating Employee Leave file. * Maintaining and updating Maintenance contract for the 3 buildings. (Al Faris 1,2 & 3) * Preparation of Local Purchase Orders (LPO), Quotations, Invoices and Receipt * Handling Petty Cash of the Company. * Arranging the requirements for applying visit visa for the guest. | | | |  | | | |  | | | | | | |  |
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| **RECEPTIONIST/RESERVATIONS (AL FARIS HOTEL APT)**   * Attended to all inquiries received through walk-in, phone and mails, including follow up and coordination. * Addressed issues related to guests' complaints, reservation & room assignment activities, as well as unusual requests and inquiries. * Oversaw the efficient operation of the Reservations Department in selling and inputting of guest room blocks to accommodate guest needs and maximize revenue. * Processed and handled group rooming lists, reservations, and associate reservations requests. * Ensures incoming guests are given the highest possible personal service by mainly using their names and paying full attention to them. * Maintains effective communication with all related departments such us housekeeping and reservations to ensure smooth service delivery. * Receives guest in a professional and friendly manner, satisfying guests by you is expected from arrival through to departure. * Responsible for handling all reservation requests through phone or mail; providing all information of the Hotel facilities, promotions, offers and packages using up selling and suggestive selling to maximize revenues. * Maintained correspondence for each reservation request as per date and month, follow confirmation schedules as per instruction and make necessary amendments to a guest booking. * Performed billing tasks which include computation, payment collection, ledger posting of charges, and preparation of Front office Revenue Reports  |  | | --- | |  | | **SALES ASSISTANT/CASHIER (SPORTZONE)**   * Encourage customer for the new launch product. * Display and arranging of product at all time to ensure the product in proper facing. * Entertain the customer’s need at all time. * Improve stockroom activity such to location of receiving goods, and loading of new and old product. * Checking the slow moving and fast moving items. * Encoding the serial numbers of the items to make it easy to find which items is sold already. * Inventory of the stocks every end of the month. * Turn over the cash before end of the shift. * Attending calls of the customer for the availability of the items. * Sending mails and LPO for the Shoe Companies. | | | | |  |
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