

**April**

# Dubai, UAE

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#  OBJECTIVE

To secure a career in Administration, Business Development or Customer Service in a reputed organization, which appreciates professional approach and hard work, where I can utilize my knowledge, various skills and professional experience in contribution towards fulfilling the company’s growth objectives, develop my career and excel in the related field.

# Over View

More than ten (10) years working for and managing retail establishments in the Philippines and in UAE. Recognized for delivering unparalleled customer service. A verifiable track record of success backed by impeccable references.

**Areas of expertise include:**

* Administration/Human Resources Department
* Customer Service Consultant
* Employee Management
* Merchandising and Display
* New Product Introduction
* Budgeting/Record Keeping
* Problem Solving
* Inventory and Pricing Controls
* Computer Use

#  EDUCATIONAL ATTAINMENT

**Bachelor of Science in Nursing**

Dee Hwa Liong College Foundation, Pampanga, Philippines

# Secondary

Dee Hwa Liong College Foundation Duquit, Mabalacat, Pampanga

#  PROFESSIONAL EXPERIENCES

**NAZIH GROUP**

**SALES COORDINATOR**

**SEPTEMBER 2017 – PRESENT**

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| * Full support to our Beauty Professional Sales Out Door in terms of sending quotations to their clients, providing documents need for opening customer’s account
* Preparing quotations for our potential clients
* Handling customer service whether inquiries or complaints
* Providing Label Assessment Registration of our registered products in Dubai Municipality to our registered customers
* Provide information internal and external if necessary within custody limit.
* To track the RO Team schedules for payroll purposes (encode their whereabouts) by referring to the attendance machine report generated by HR.
* Responsible for training request from Sales Supervisor/Sales Representatives and coordinate the schedule with the brand manager and trainers.
* Responsible for branding request from Sales Supervisor/Sales Representatives and Brand Managers/Supervisors.
* Follows up on various issues in sales department as requested by the Regional Sales Manager.
* Responsible for coordination between Brand Managers / Supervisor, Sales Supervisor / Executives and XYZ (HO) to ensure alignment on projects & tasks.
* Maintain timely follow up to make sure all sales requirements & requests are met & updated.
* Issuing sales reports on timely basis to facilitate performance tracking.
* In charge of the Training Center, coordinating schedule between branches request and the brand trainers.

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| **NAZIH GROUP****ADMINISTRATIVE ASSISTANT** **MARCH 2017 – AUGUST 2017**

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| * Provide full secretarial and administrative support services to the direct manager.
* Follows up on assigned tasks by the supervisor both internally and externally
* Follows up on assigned tasks within an ongoing project with a supplier, client or internal department.
	+ Undertake projects or research, which might require contact with
	+ External agencies
* Attend to all department correspondence
* Ensure preparations are in place for any meeting
* Maintain the diary and arrange appointments as necessary.
* Type reports and routine correspondence from dictation or written sources
* Act on incoming mails based on the supervisor directives.
* Screen and respond to incoming telephone calls and take action as appropriate.
* Maintain the office filling system.
* Responsible for all travel arrangements /details for the CEO and the leadership team.
* Receive applicants profile from HR/R.M., schedule an interview and coordinate the timings.
* Assist in maintenance of appropriate stock of stationery/office supply available for the company.
* Control the delivery of bought assets and then administer the distribution to the assigned departments.
* Assist in ensuring that all received assets are marked by a specific barcode for future control and audit
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**Elite Films FZ LLC, UAE**

**Assistant Admin Manager**

**August 2015 – January 2017**

* Reporting to Managing Director and Creative Director
* Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
* Maintain electronic and hard copy filing system
* Open, sort and distribute incoming correspondence
* Perform data entry and scan documents
* Manage calendar for Managing Director
* Assist in resolving any administrative problem
* Run company’s errands to post office and office supply store
* Answer calls from customers regarding their inquiries
* Schedule and coordinate meetings, appointments and travel arrangements for Managers
* Prepare and modify documents including correspondence, reports, drafts, memos and emails
* Maintain office supplies for department
* Preparing quotations for potential clients.

**United Parcel Service (UPS)**

**Customer Service Consultant**

**June 2014 – November 2014**

* Assisting customer when requesting to track their package
* Updating Customer’s account info
* Locating customer’s packages Internationally
* Answering customer’s queries
* Handles customer complaints

**Sutherland Global Services Philippines Consultant – Customer Service Account: AMAZON.com USA**

August 2011 – January 2012

*Rehired: October 2012- May 2014*

* Assisting customer’s when requesting to verify their accounts.
* Assisting customer’s to place an order online.
* Updating the information on their accounts as requested by the customer.
* Track Parcel/Package via UPS, Laser ships, Ontrac, Fedex, USPS etc.,
* Locate unknown charge/check customer’s transaction etc.

# Khidmah LLC, Abu dhabi UAE Facility Management

**Admin Staff/Receptionist**

January 2012- June 2012

# Duties and Responsibilities

* Handling calls and inquiries.
* Assist clients with their needs.
* Keeping up-to-date contact details of the clients (i.e. names, addresses and telephone numbers)
* Filing reports
* Compiling lists of names and addresses of the clients
* Keeping a record of all the client’s information
* Checking the facilities all the time
* Computer literate (can operate MS word and Microsoft Excel)
* Can speak and communicate with English fluently.
* High sense of responsibility, creative and resourceful.
* Can work effectively and efficiently under pressure and capable of beating deadlines.

# iQor, Philippines Call Center Agent

**Account: UK, Credit Collector**

June - December 2008

* + Assist customers with their accounts concerns.
	+ Updates payments and follow up payments dues.

#  SKILLS, KNOWLEDGE AND ABILITIES:

* + Adept in using various components of MS Office Applications (MS Word, MS Excel, PowerPoint, Outlook Express).
	+ Excellent written and verbal communication skills.
	+ Flexible and adaptable to multinational environment.
	+ Can perform secretarial, management related duties and customer service
	+ Skill in evaluating information or situation and making judgments based on facts.
	+ Skill in both verbal and written communication.
	+ Highly initiative and motivate.
	+ Ability to negotiate with people even in any difficult situation.
	+ Able to work under stressful conditions, meeting with deadlines and targets.
	+ Able to work in a team environment and highly flexible.
	+ Ability to follow instructions and pay attention to details.
	+ Ability to handle multiple tasks.