

**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**

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

**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.