**Neriza**

**Neriza.154982@2freemail.com**

Career Profile:

* A qualified professional having experience (*6 years UAE Experience*) in handling secretarial / administrative assignments
* Extensive experience as sales assistant to sales engineers / sales executives
* Providing administrative / secretarial services to a higher level management
* Maintain or manage records and files

Key Skills:

* Organizational skills
* Assertiveness
* Time Management
* Team Working skills

Personal Traits:

* Excellent communication skills
* Self-directed and goal-oriented
* Customer service skills

Professional Experience:

**SECRETARY TO THE BRANCH MANAGER cum SALES ASSISTANT**

**February 2012 to present**

NAFFCO Electromechanical Co. LLC – Sharjah Branch

Sharjah, United Arab Emirates

* Provide Administrative / Secretarial support to the Branch Manager
* Provide word-processing and secretarial support to Sales Engineers
* Arrange meetings / appointment for the manager
* Handle correspondence
* Taking minutes of the meeting
* Maintain files for Sales Engineers
* All other task is as per Direct Instruction of the Branch Manager

**SECRETARY cum COORDINATOR TO THE MAINT. MANAGER**

**September 2010 – May 2011**

NAFFCO Electromechanical Co. LLC – Sharjah Branch

Sharjah, United Arab Emirates

* Provide Administrative support to the Maintenance Manager
* To be responsible for accurate and timely issue of quotations and Performa invoices to our customers as required.
* Follow up payments, so as when will be the payment ready
* To maintain good relations with our customers
* To maintain an efficient working environment
* To process inquiries by fax/mail

**SECRETARY cum RECEPTIONIST**

**May 2009 – August 2010**

Asia General Contracting Company LLC

Sharjah, United Arab Emirates

* Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
* Answer inquiries and obtain information for subcontractors, visitors, and other interested parties.
* Provide administrative support, as required by all departments, under the authority of Admin Office (line manager).
* Prepare expense sheet for Sales Manager to be forwarded to accounts department.
* Compute salary of Laborers with the Admin Secretary.
* In charge of booking documents to be send through courier.
* Entering Time Sheet using the PNP-NON Staff access.
* In charge of the company email address and responsible for forwarding emails to the concern person.

**CUSTOMER SERVICE REPRESENTATIVE**

**September 2006 – March 2009**

Parlance Systems Inc. (International Call Center offering Dish Network Service in America)

Manila, Philippines

* Deliver world class customer service and build customer satisfaction and loyalty.
* Provide effective and timely resolution of a range of customer inquiries.
* Strive for one-call resolution of customer issues.
* Complete ongoing training to stay abreast of product, service and policy changes.
* Demonstrate best judgment in the disbursement of adjustments and credits.
* Strike a positive and cooperative tone with both customers and coworkers.
* Increase the customer experience by providing information on new products, rates, and services through up selling opportunities.

Education:

**Polytechnic University of the Philippines**

**Bachelor of Science in Office Administration**

Sta. Mesa Manila, Philippines

Professional Trainings/Seminars Attended:

* Training on Managing the Telephone Sales Force Seminar
* Short Training on Basic Telemarketing Course
* Short Training on Training the Trainee
* Short Training on Confidence Building

Personal Information:

Nationality: Filipina

Visa Status: Employment Visa / Residence Visa