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| LORRAINE  Email: [Lorraine.181883@2freemail.com](mailto:Lorraine.181883@2freemail.com) | |
| Professional Profile | * ***Hands-on and diverse experience and accomplishments in management, sales, and financial support* -** oversaw operations that included staff supervision and training, cash, control, marketing, promotion & customer relations. Claims data analysis, handling client Specific Information, documentation and reporting, & query handling. * ***Accomplished professional with proven track record of success*** – achieved sales targets, ensures high levels of customer service to ensure satisfaction. * ***Motivated and focused multi-tasker*** – maintained high standards of quality & productivity to ensure ongoing business development & professional growth. * ***Proven relationship management skills*** – developed solid partnerships with all levels of staffs & clients to achieve goals in team-oriented environments. |
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| Career Objective | To effectively utilize the competencies that my experience has provided me to achieve a challenging and rewarding career. |
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| Technical Skills | Proficient in computer skills especially MS-Word, Excel, PowerPoint. Knowledgeable in SAP-CRM/  ERP, Oracle & Orion system and Internet Savvy. |
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| Work History | **Process Control Engineering & Safety Systems (Pro-CESS) FZE RAK UAE, Nov. 2013 - Present**  ***Sales/Trading Operation Executive***   * Ensures that each customer needs are met, with the goal of increasing sales. * Maintains relationships with clients by providing support, information, and guidance; researching   and recommending new opportunities; recommending profit and service improvements.   * Evaluates enquiry, check stocks or otherwise outsource to reliable suppliers. * Prepares accurate, rapid cost calculations and providing customers with Techno-Commercial offer. * Handles the processing of all orders with accuracy and timeliness * Negotiate on price, costs, delivery and specifications with Buyers and Managers * Handover job orders to Procurement and assist in procuring from suppliers * Update sales report forecast and booking report * Arrange logistics of the delivery to clients. * Monitor the team’s progress, identify shortcomings and propose improvements * Assists in the preparation and organizing of promotional material or events * Represents the company at trade exhibitions, events and demonstrations   ***Human Resource Assistant***  **Recruitment and Selection**   * Participation in the recruitment strategies, sorting and evaluation, preparation of advertising or   other recruitment activities and eventually, following Group Management approval, hiring  and enrollment in the Employees System of the company.   * Ensuring the recruitment and selection process is followed. Creating Job Descriptions, advertising on job portals & newspapers, conducting interviews, and coordinating with Functional Heads &   Project Managers for ensuring successful hiring. Have hired professionals at each level.   * Launched Referral Schemes for retention & business development. * Salary negotiation with shortlisted employees and making them aware of the salary structure &   policies the organization is following. Verification Process.  **Induction & Orientation**   * Ensuring smooth Joining formalities; preparation of the induction and orientation schedule,   conducting the induction for new hires.   * Facilitating department induction. Have Improvised Company Circular on yearly basis. * Maintaining personal documents (files) of the individuals.   **Compensation & Benefits**   * Assisted in the process of restructuring the Compensation structure of the organization   (Professional site allowance, Medical allowance, Conveyance allowance, and Outstation allowance).   * Liaison with banking system of the company regarding all Employee related matters such as   salary account enrolment, loan applications including provisions of required certificates / letters.   * Compiling all data needed for the annual salary review, and the annual performance appraisal   analysis. Bonus calculation etc.   * Attends to employee grievances and complaints regarding attendance, salary, provides   guidance if necessary.  **Talent Engagement / Employee Relations & Communication**   * To detect and handle complaints, disputes and grievances of all staffs and to report them to the   Project Managers (Project Manager of Site) and Management.   * Resolving issues, problems and complaints related to policy interpretation, and payroll. * Handling Separation Mechanism & providing the inputs based on Exit Interview to management in   view to strengthen the system.   * Responsible for initiating & implementing internal company transfers.   **Formulation, Review & Implementation of HR processes and policies**   * Upkeep and implementation of HR Manual / Employee Handbook describing various procedures of the Company, its benefits and guidelines of availment, employee obligations, rights and in   general, methods of conducting everyday business within group regulations.   * Maintenance and update of Human Resource data including recording, maintaining, renewing   and archiving of all statutory and labor related document associated with the work force.   * Maintaining Company records in terms of licenses, renewals of JAFZA / RAK Free Zone and   offshore company licenses, review of facility health and safety, organization of HSE approvals  and compliances and in general, all aspects of Facility upkeep.   * Focus on HR process development & improvement; create awareness amongst employees,   review & documentation and implementation. Investigate and resolve issues, problems  and complaints, including policy interpretation.   * Involved in designing the new appraisal forms, coordinating with Project managers for Setting.   Assisting Project Managers in giving inputs to employees regarding the result expected from them  and areas that has been given high weight age & critical to the work Performance.  **RAK Ceramics PSC, Ras Al Khaimah, UAE.**  ***Sr. Sales Executive****, Jan. 20, 2012 – Oct. 2013*  ***Sales Coordinator cum Admin. Executive****, Oct.2009 – Jan.19, 2012*  ***Sales Documentation,*** *May 25, 2007 – Sept. 2009*   * Provided excellent customer service at all times and work as a part of team. * Demonstrated and uphold the values and vision of the company * Ensured that each customer needs are met, with the goal of increasing sales. * Prepared quotations and Sales Proforma Invoice to customers * Arranged & updated the routine order logs of customer. * Coordinated with the production team for the production. * Followed up on regular basis for commitments made for delivery. * Followed up goods return materials completion. * Provided situational analysis in Sales reports and daily loading details * Customer complaints follow-up based to ISO procedure. * Letter of Credit related documentation * Prepared overall pricelist of distributors & customers in confidentiality * Requested for costing of tiles measurement.   **Superior Décor & Al Janoub Industrial Paint,** Sharjah, U.A.E.  ***Secretary cum Account Assistant,*** Jan.2007–May 2007   * Coordinated with other superiors in their business transactions. * Prepared quotations, purchase orders, delivery notes, and job orders * Entered invoices, posts daily transactions incurred and entering in peach tree software. * Verified & posted details of daily transactions incurred & input to subsidiary ledgers & encode to   computer system.   * Prepared sales and recorded transactions, in ledger * Typing correspondence, inquiries, quotations and other business correspondence. * Answered phones, greeted & assisted visitors with prompt courtesy, & handled * general administrative duties, such as filing, documenting, faxing, copying and mailing   **AGB NIELSEN Media Research, Philippines** - June 2005 – Oct. 2006  ***Office-In-Charge, Researcher***   * Supervised the other subordinates to work in common goals and maintain the production   output required.   * Handled screening of job applicants, interviewing and staffing * Coordinated with the immediate supervisor for the concerns of provincial branch, * Accountable for the liquidation of vouchers, transportation allowances and other miscellaneous. * Conducted media research for television channels patronage.     **SURELIFE VENTURE CONSULTANCY CORP., Philippines** - Jan. 2004 - June 2005  ***Marketing Supervisor***   * Applied marketing skills to increase sales * Cultivated client relationships, increasing customer satisfaction and sales * Assists group manager in staff management, as required, including scheduling & utilization,   performance evaluations and providing verbal and written feedback   * Demonstrates excellent project management skills, inspires teamwork & responsibility   with engagement team members.  **AVON Philippines** - 1997– 2005  ***Designation: Beauty Care Sales Consultant, dealer*** |
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| Education | **Bachelor of Arts in Human Resource Management**  San Pedro College, Davao City, Philippines  June 1999 – April 2003 |
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| On-the-job trainings | **Cosmos Bottling Corporation, HR Department (December 2002)**  **Davao Light & Power Corporation, HRQD Dept. (January 2003)**  **Coca-Cola Bottlers Phils., HR Dept.& Company Clinic (February 2003)**  **Alcantara & Sons, Inc. Time-keeping Dept. & Manufacturing (March 2003)**   * Analyzed compensation figures for the information technology division, * Compiled information for internal descriptions located in different areas of the plant, * Conducted performance evaluation to the employees. * Sorted 201 files of the employees, surveying for teller-customer courtesy |
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| Personal Information | **Date and Place of Birth:** December 23, 1982, Davao City Philippines  **Marital Status:** Single  **Nationality:** Filipino  **Religion:**  Roman Catholic (Christian)  **Language Spoken:** English, Tagalog, and Cebuano  **Visa Status:** Employment Residence visa  **Driving License:** UAE Driving License |