

**MARY**

**Email:**

Mary.199095@2freemail.com



Self-motivated Professional with extensive background in Administrative Writing Skills, Reporting Skills, Scheduling, Microsoft Office Skills, Professionalism, Confidentiality, Organization, Typing, and Verbal Communication. Has proven knowledge in areas of Customer Service satisfaction. Extremely well organized with a strong ability to multitask and prioritize work. Career focused with a strong passion to succeed, confident and outgoing with excellent interpersonal skills. Fast learner and ability to self-train oneself; to work in a fast paced environment under pressure and to work on own initiative and be responsible to bring out the best in team members.

**PROVEN JOB ROLES**

**MARKETING MANAGER**

TANAMA INTERTRADE

November 2016 up to present

**About The Company**

Provides our customer a hassle free experience that is fast, dependable and of high standard in supplying restaurant and hotel industry equipment, parts and other resourcing requirements at a level that exceeds our customers expectation.

**Duties & Responsibilities**

Determine the demands for products offer by a firm and its competitors and identify potential customers. Develop pricing strategies with the goal of maximizing the firms profits or share of the market while ensuring the firm's customers are satisfied.

Identity, develop and evaluate marketing strategy, based on knowledge of establishment, cost and mark up factors.



Evaluate the financial aspects of product development, such as budgets, expenditure, research and development appropriations, and return-on-investment and profit-loss projections.



Negotiate contracts with vendors and distributors to manage products distribution networks and developing distribution strategies.



Formulate, direct and coordinate marketing activities and policies to promote products and services, working with advertising and promotions.



**GENERAL ADMINISTRATOR**

DELMA CORPORATE AND RETAIL FOREIGN EXCHANGE

3rd floor,304, Al Montazah Tower

Zayed The First Street, Khalidiya,

P.O. Box 129869, Abu Dhabi, U.A.E

May 2016 to October 2016 (5 mos )

**About The Company**

Providing international exchange solutions for businesses and private individuals.

Backed by convenient retail outlets throughout the UAE, for quick and competitive currency exchange.

**Duties & Responsibilities**

Responsible for job advertisement for internal and external Online job portal.

Handled short listing, initial screening, conduction of interviews and analysis of personal profile test, prepation of job offer for selected applicant. Supporting back office preparing payment confirmation and etc.

Maintained complete documentation of New Hires



Ensured compliance with HR policies and procedure.



Managed all aspects of the recruitment cycle for vacant position, through proactive search such as



(Job Boards, LinkedIn and internal websites )



Maintaining all the record for all the employees throughout all company branches



* Any other duties as required by the Managing Director

**ADMINISTRATIVE SUPPORT**

**Prime Insurance Broker**

9th Floor, Sky Tower, Al Reem Island, Abu Dhabi, UAE

May 2014 up to March 2016 (2 years )

**About The Company**

Prime Insurance Brokers, founded in 1997, is one of the leading independent Insurance Brokers in the UAE. We provide comprehensive insurance solutions and services to businesses and individuals across the country. Including Contracting, Marine & Shipping, Commercial & Investment Banking, Medical, Education, as well as thousands of private individuals.

**Duties & Responsibilities**

Responsible for the overall administrative operations of business such as paperwork’s, correspondence, keeping detailed records and monitoring data entry record. Ensuring meetings are effectively organized and minted. Ensures all requirements and documents are collected from companies and insurances and submit to the concern department.



Filing all committee correspondence received and copies of replies sent.



Prioritizing workloads



Interacting and dealing with client related queries



Contributes to team effort by accomplishing related results as needed.



Secures information by completing database backups.



Maintains office supplies inventory by checking stock to determine inventory level, placing and expediting orders for supplies, verifying receipt of supplies.



Maintaining effective records and administration such as Keeping up-to-date contact details, addresses and telephone numbers for the management committee and of the organization. Responsible for keeping a record of the organization’s activities



Keeping a diary of future activities



Organizing and servicing meetings (producing agendas and taking minutes)



Implementing new procedures and administrative systems

Assists customers in their insurance query and requirements Any other duties as required by the Managing Director Coordinating client appointments and client requests for action



**PROCESS DEVELOPER**

**Genpact Philippines**

Plaza A Northgate Cyberzone Alabang Nov. 2007 to Dec. 2013 (6 years )

**About The Company**

GENPACT provides a wide range of business process, technology and knowledge services, including Finance and Accounting, Collections and Customer Relations, Insurance, Procurement and Supply Chain, Analytics, Software, IT Infrastructure, Content Solutions and Re-engineering.

**Duties and Responsibilities**

6 years full proven experience in customer service satisfaction assisting GE Money Card holders in United States of America. Interacts with a company’s customers to provide them with information to address inquiries regarding clients account. Build sustainable relationships of trust through open and interactive communication.

Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment and following up to ensure resolution

Handle complaints, provide appropriate solutions and alternatives within the time limits.



Provide accurate, valid and complete information by using the right methods/tools



Handed various accounts like Early and Late stage credit card collections



Managed different collection process, analyze delinquent accounts, and recommend resolutions to improve credit quality.



Customer orientation and ability to adapt/respond to different types of characters



Excellent communication and presentation skills



Takes supervisor and escalated calls



**Transitioned from Process Associate to Process Developer**

**Process Associate**

Outbound Collections



Educating customer regarding account status



Calibrate calls and provides immediate feedback



Ensures to meet monthly goals



Drives zero defects on compliance in a monthly basis



Helps implement company policies and procedures



Performance and Progress Report



Managing to hit collections goals on a monthly basis



Conducts account browsing



Passionate about quality and customer satisfaction



**Educational Attainment**

**Bachelor of Business in Administration**

Asian College of Science and Technology

Putatan, Muntinlupa, City, Philippines

2002- 2007

**VGB Center for Training and Development**

February - August 2005

**Secondary Education**

Muntinlupa National High School

NBP Reservation, Muntinlupa City

1998 – 2002

**Primary Education**

Muntinlupa Elementary School

Katihan, Muntinlupa City

1992 – 1998

**SKILLS**

* Excellent in Communications skills
* Exceptional interpersonal
* Aptitude, quickly establish
* Rapport to people from diverse backgrounds and at all professional levels
* Demonstrate creativity, proficient teacher and a motivator
* Effectively identity and resolve problems using available resources
* Strong orientation in a customer service/satisfaction, excellent in negotiation skills
* Reliable working independently with minimal supervision as well as on a team effort Learn new skills rapidly

**STRENGTH**

* Administrative support skills
* Customer support skills
* Business correspondence skills
* Proficient in using epa-bx switchboard
* Knowledgeable in ms office Such as ms word, and excel
* Strong verbal and written communication skills
* Certified first aider

**PERSONAL DETAILS**

Nationality

Filipino

Date of birth

Marital status

Language

15TH October, 1985

Single

English