*Results-Oriented Customer Service, HR & Admin Expert with a Successful Career Spanning 14 Years*

**SUMMARY:**

John is mature and professional with a strong commitment in a career. With valuable experience in Customer Service and Human Resources – practices and procedures, Recruitment, Administrative and Customer Service work in the field of BPO, Retail, Auto Service, Construction, Engineering and Logistics. Good natured with good interpersonal skills highly motivated with initiative to learn and with excellent command of the English both oral and written. Effective written communication skills including the ability to prepare reports, policies and other related documented work.

**AREAS OF EXPERTISE:**

* Performing HR Function, identifies hiring need, Recruitment Plan, Organizational Chart and other

recruitment related documents

* Handling Accounting Procedures, Payroll procedures and methods
* Researching, HR Planning, Human and Customer Relations
* Training, Compensation & Benefits
* Employee Engagement & Motivation
* Public Relations & Speaking Skills, Program Development
* Purchasing and buying techniques
* Team Leadership, management skills both for analytical and problem solving
* Secretarial, supervision and training
* MS Office & other various Social Media platforms
* Managing HR Files and records management
* Customer Service & Human Relations
* Scheduling Travel & Hotel Arrangements

**CAREER HISTORY:**

**HR & Admin Officer March 25, 2015 - October 15, 2015 Kintetsu World Express (Middle East) FZE UAE**

* Responsible with visa procedures for new, cancellation and renewal from respective authorities **Dubai Airport Free Zone,** for both Dubai World Central and Dubai Airport Free Zone Authorities Headquarters.
* Meeting up with department heads for possible leads of recruitment with the assistance and support of the General Manager
* Conducts recruitments showing good faith efforts to broaden diversity, develops position description while initiating recruitment procedures
* Attracts applicants by placing job advertisements; contacting recruiters both local and outsource, using social media and other job sites.
* Coordination and arrangement of prospective candidates for interviews and recruitment
* Drawing up short-lists and selection events
* Responsible for implementing HR Controlling standards and fulfillment of key performance indicators as defined the company policies and regulations.
* Assist General Manager in the development and maintenance of Personnel Policies and Procedures and new programs and services related to Human Resources.
* Assist in the preparation of monthly payroll procedure and bank transfer processing
* Manage office database and HR files while updating and maintaining leave record of staffs
* Monitoring and handling of tracking sheets of the company assets ( e.g. mobiles, laptops and computers, vehicle)
* Directly interfacing with travel agents for air ticket bookings and hotel agents for company staff and accommodation
* Produce salary certificates, control holidays, medical leaves, and attendance of every employee adjusting monthly wages accordingly.
* Provide administrative support in the preparation of correspondence, reports, schedules, confidential materials and various employee issues
* Handling of medical insurance process for both addition and deletion of membership
* Assisting the General Manager in all general HR and Administration matters

**Secretary November 27, 2014 – March 15, 2015 Mohamad Omer Bin Haider Engineering & Contracting Est. Dubai, United Arab Emirates**

* Perform a variety of administrative duties in support of managerial and professional employers.
* Prepare, key in, edit and proofread correspondence, invoices, presentations, brochures, publications, reports and related material from machine dictation and handwritten copy.
* Open and distribute incoming regular and electronic mail and other material and co-ordinate the flow of information internally and with other departments and organizations.
* Schedule and confirm appointments and meetings of employer.
* Order office supplies and maintain inventory of office supplies stocks and pantry supplies.
* Answer telephone and electronic enquiries and relay telephone calls and messages
* Set up and maintain manual and computerized information filing systems
* Determine and establish office procedures
* Greet visitors, ascertain nature of business and direct visitors to employer or appropriate person

* Record and prepare minutes of meetings during interdepartmental daily meeting at the head office.
* Arrange travel schedules and make hotel reservations among our members and guests from the company.
* May compile data, statistics and other information to support research activities

**HR and Administrative Supervisor June 21, 2009 – June 20, 2014**

**Mitsubishi Corporation - Dubai Metro Project Office Dubai, United Arab Emirates**

* Establishes recruiting requirements by studying organization plans and objectives; meeting with managers to discuss needs.
* Reviews recruitment paperwork for completeness and accuracy such as job announcements, interview questions, record sheets, etc. in coordination with the deputy HR and Admin Manager
* Designs, researches costs and submission requirements for advertisements and places advertisements in local newspapers, publications, on the Internet, etc. to ensure that applicant pools are large and diverse.
* Prepare occupational classifications, job descriptions, salary scales and competency appraisal measures and systems
* Plan and administer staffing, total compensation, training and career development, employee assistance, employment equity and affirmative action programs
* Responds to applicants’ inquiries both orally and in writing.
* Administer employee files and records in order to ensure accurate payment of benefits and allowances. Provides back up support for staff development and contract process and other filing assistance
* Manage programs and maintain human resources information and related records systems to protect departmental assets and privacy.
* Provides clerical and administrative support, including the composition and preparation of routine correspondence and presentations using computer software applications
* Perform administrative services including activities in finance and human resources and may also include IT support services. General management includes long and short range strategic planning in determining the mission and directing all activities of multi-disciplinary departments through subordinate management staff
* Monitoring, supervises and Co-ordinate employee performance appraisal programs in every department. Recommends hiring of new employees, transfers, promotions, salary actions, terminations, performance management and budget recommendations
* Responsible for monitoring staffs accommodation for maintenance and contract renewals
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques
* Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies
* Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions

**Head of the Telephone Center April 08, 2006 – May 07, 2009**

**Magrudy Enterprises LLC. Dubai United Arab Emirates**

* Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades
* Acknowledging and greeting customers, treating customers in a respectful and professional manner by providing knowledgeable and helpful service in all aspects over the phone.
* Serving Customers in a polite, friendly manner and to ensure that customer service delivered accurately as per the company policy.
* Setting and meeting performance targets for speed, efficiency, sales and quality.
* Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
* Maintains professional and technical knowledge by tracking emerging trends in call center operations management; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* To store stock in a safe and orderly manner, distributing it manually between stockholding areas and assiduously maintaining stock records (written and computer-based ones) as necessary
* Ensure timely ordering and receiving of goods by update to the shop Manager
* Ensure that the designated department is well stocked and immaculately in order of item quantities for customers inquiry of item availability.
* Coordinate and promote the marketing events for the company through administering between the bookshop operation and customers during author signings.
* Protect the company assets, liabilities and report for any customer complaints to retails’ line Manager.
* To undertake administrative and clerical duties for the efficient running of telephone center including, maintaining accurate documentation relating to customer orders, accounts, stock orders, stock returns, databases and assist with stocktaking
* Undertake customer orders correspondence to telephone, fax, email and over the phone transactions
* Ensure to develop, improve, update the product knowledge, book awards, best sellers and radio review books

**HR Assistant November 11, 2003 – January 19, 2005**

**Hyundai Pampanga, Inc. Pmpanga, Philippines**

* Works under the supervision of HR Manager, oversees the human resource database. Ensures the system records are accurately recorded and cross checked.

***Page 2 of 3***

* Responsible for reporting to the HR Manager on issues such as improving the hiring process, interviewing candidates, and how to further cement the relationship between the company and its employees. Also involved in writing job descriptions, advertising vacancies and screening applicants.
* Ensures that human resource files and records are maintained in accordance with legal requirements and company policies and procedures.
* Implement HR policies, practices, and procedures and ensure compliance with legal laws or regulations as regards recruitment.
* Process, verify and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations and classifications.
* Arrange for advertising or posting jib vacancies, and notify eligible workers of position availability.
* Assist in drafting of job advertisements for vacant jobs, screening applications, shortlisting and interviewing and selecting candidates.
* Assist in drafting of job advertisements for vacant jobs, screening applications, shortlisting and interviewing and selecting candidates.
* Writing up drafts of correspondence, memorandums and other documents for the HR Manager.
* Routes inter office memorandums, letters, notices to other department and employees.
* Producing reports and statistical information when required.
* Creates and updates organizational charts of the company.
* Recording, maintain and monitoring attendance to ensure employee punctuality.
* Preparing and processing timely distribution of salary, bonus, increment, salary slip, leave encashment and full and final settlements.
* In charge of drafting contractual letters, organizing office events and dealing with staff requests for annual leave.
* Assist departments in carrying out various human resources programs, coordinating programs and morale building activities.
* Engaging with employees on a regular basis to understand the motivation levels of people in the organization.
* Coordinates and liaises with external consultants on employees’ training needs and arranges training schedules and employees.
* Providing effective administrative support for the whole management
* Prepares and submit monthly reports to dealers head office
* Perform other related duties as required

**CUSTOMER SERVICE ASSOCIATE October 2001 – July 2003**

Customer Contact Center (C3) QC, Philippines

* Responsible for directly interfacing with US based customers in providing superior customer service and support via phone.
* Handles inquiries & provides information or products and services.
* Working with Sales Team to develop new prospects and lead generation to maintain the telemarketing database for the company.

**EDUCATION**

Graduated 2001 - Centro Escolar University, Manila Philippines

\*Bachelor of Science in Commerce major in Computer Science and Information System

Graduated with Above-Average Grades and ranked in the Upper Ten Percent of Class

**PERSONAL**

Male, stands 5’6” weighs 125 lbs, Single at 35 years old; Physically fit, is into music and reading, Swimming and Weight Training; Born on April 11, 1979 in Philippines;

****

 **Gulfjobseeker.com CV No:** **1519860**

***Page 3 of 3***