**NATIONALITY :** Filipina

**EDUCATION : Bachelor of Science in Nursing**

Southeast Asian College

**LANGUAGE : English**

**Employment History:**

* **Emirates Link Maltauro, UAE,** Dec 2012 – Present / Secretary/Personal Assistant
* **Cignal Digital TV, Philippines,** Dec 2010 – Jul 2012 /Credit Investigation/Activation Officer
* **Bank of the Philippines,** Jan 2010 – Dec 2010 / Bancassurance Sales Executive
* **Citibank N.A,Citibank Philippines,**Dec 2008 – Dec 2009/ Citiphone Officer Customer Service

**PROFESSIONAL BACKGROUND**

**Dec 2012 – Present : Emirates Link Maltauro LLC**

**Executive Secretary/Admin Secretary**

Range of responsibilities:

**Executive Secretary**

* Screening phone calls, inquiries and requests, and handling them when appropriate.
* Administrative and clerical support.
* Receive, stamp and sort mail / documents
* Release and control documents.
* Document storage in one common and secure location
* Extensive log information.
* Scheduling meetings.
* Organize conference and meeting room bookings.
* Organizing and maintaining diaries and making appointments
* Compose type, distribute/release and control documents.
* Minutes of the Meeting
* Act as the single point of contact for all issue of current Tech & Devt. Director
* Yearly Ticket Airline & Hotel Booking for the current Director.

**Admin Secretary**

* Screening and sorting resume’s to qualify or disqualify applicants.
* Conducts call out to the qualified applicants and schedule interviews.
* Yearly Ticket Airline Booking for the Company
* Handling Ticket Booking Petty Cash Reports
* Assisting staffs and laborers with their Company Insurance
* Handling Letters and Certificate Request
* Handling Petty Cash.
* Assisting in Petty Cash Monthly Reports
* Handling Company Insurance for all staffs

**Dec 2010 – July 2012 : Cignal Digital TV, Mediascape Inc.**

**Credit Investigator / Activation Officer**

Range of responsibilities:

* Conducts credit evaluation/validation call out
* Analyze credit information based on submitted documents by customers.
* Ensure that all postpaid applications are processed within the approved credit
* Parameters and financial matrix.
* Ensure that all postpaid applications are evaluated within the day.
* Ensure that all approved applications are activated within the day.
* Provide timely feedback and status reports to territory partners and sales channels.
* Cross-selling pay-per-view products.
* Telemarketing.
* Minutes of the Meeting
* Month-End Reports - to be reported by our Manager on her Monthly meetings
* Daily Audit - to ensure 100% accurateness of work of my fellow Activation Officers
* Managing our office supplies quarterly and requesting supplies as per Manager's approval

**Jan 2010 – Dec 2010 : Bank of the Philippines**

**Bancasurance Sales Executive**

Range of responsibilities:

* Sells and promote insurance and investment products to the valued clients of the

Bank of the Philippine Islands

* Identify the specific protection and investment needs.
* Endorse clients and customizing financial solutions to the customers of the bank.

**Dec 2008 – Dec 2009 : Citibank N.A, Citibank Philippines**

**Citiphone Officer (Customer Service)**

Range of responsibilities:

* Accustomed using bank's standard and back end system for accessing account
* Manages customers concern regarding CITIBANK N.A accounts.
* Make certain that issues are consigned immediately and efficiently.
* Assisting the account holders of Citibank Phil with their inquiries regarding their CREDIT CARD.
* Systemized credit card offers to customers who are pre-qualified for promotional campaigns, ravishing customers through SALES.
* Assist card holders by offering loans that will help them manage their finances
* Knowledgeable in using AVAYA system/ soft phone program used in accepting calls
* Advertise our bank and card product/features to customers to target sales
* Support clients with online and telephone banking.

**SKILLS and KNOWLEDGE**

* Communication skills and the ability to work well with people.
* Computer literate with familiarity with MS Office (Word, Excel, PowerPoint) and internet applications.
* Organizational Skills
* Multi-Tasking
* Interpersonal skills
* Secretarial/Clerical Skills
* Customer Service

### TRAINING COURSES

* **Citibank N.A. Training Insurance Officer Level 1**
* **Citibank N.A. Training Ultimate Secrets of City service Leadership**
* **BPI – PHILAM Basic Life Insurance Licensure Exam**
* **BPI – PHILAM Basic Variable Life Insurance Exam (Insurance Commission**)



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