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| **QUALIFICATIONS** | | | | |
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| |  | | --- | | * Computer Literate, proficient in Microsoft Applications (Word, Excel, PowerPoint and Internet) * Excellent English communication skills (both oral and written). * Able to write reports based on findings in database. * Effectively work independently, likewise a cooperative and flexible team player. * Customer Service Oriented, Multi-tasking Skills and Leadership Skills. * Highly organized and demonstrates ability to work accurately with attention to details. * Basic Accounting knowledge. (Payroll and Daily Sales Report) * Knowledge of Arabic and Hindi language. | | | | |  |
| **WORK EXPERIENCE** | | | | |
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| |  |  | | --- | --- | | July 2013 – Present **UAE Trading Establishment/Rodeo Drive UAE** | | | *Administrative Secretary / HR Assistant*   * Collect and provide periodical updates from the government authorities on all Labour and immigration rules to keep the HR department abreast of the changes in the rules and procedures. * Submit, follow-up and collect all new employment and business visas to ensure that the visas are processed on a timely manner to support the business. * Renew, update and maintain all employees’ visas, labour cards, and labour contracts in a timely manner to ensure that company’s records are up-to-date in the labour and Immigration Departments. * Deal with general enquires regarding PRO functions promptly and efficiently to enhance the level of department service * Renew, update and maintain the trade licenses and other government certificates of all company’s legal entities in the UAE to ensure that the documents are up-to-date. * Renew and maintain all company’s leases in the UAE before its expiry, which includes offices, company apartments. * Assist departments in resolving any issues related to company vehicle registration and renewals to ensure that PRO services are provided as and when it is required. * Obtain visas from other Embassies in UAE for staff members for their business travel * Accurate preparation of documents according to the requirement of the legal authorities * Coordinates labor and visa requirements with staffing section and ensures work permit and visas are applied and obtained in a timely manner. * Expedites processing of travel documentation, including exit/re-entry visas. * Advises management on matters pertaining to Government relations, such as Labor Law and Immigration Procedures particularly when there are changes in the policies. * Counsels employees on visa procedures and problem areas. * Responsible for the safekeeping of passports, renewal of work permits and visas, etc. * Maintains human resources records by recording new hires, transfers, warning letters, terminations, changes in job classifications, merit increases; tracking vacation, sick, and personal time. * Input and update different types of daily sales records. * In charge of generating monthly or annual reports or spreadsheets. * Responsible for maintaining the office files. (Label, organize and respond to requests for files from supervisors or other departments.) * Maintain general office files including client, accounting and contract files. * Greet customers, answer the phone, take messages and set up meetings. * Assist hiring manager by setting up job interviews, screening applicants, corresponding with applicants, verifying references and training new employees on company. * Assist manager by carrying out clerical tasks such as typing correspondence, sending out emails and faxes, making copies and sorting the mail. * In charge of the office equipment and office supplies, including keeping inventory and ensuring that office machines are kept in working order. | | | |  | | | |  | | | | Oct 2012 – May 2013 **Philippines** | | | | *Call Centre Representative* | | | | * Support and provide superior service via phones, e-mails and faxes. * Successfully managed the accounts online shopping, track and assists delivery confirmation for both local and international. * Handle special telephone tasks like call transfers, taking messages, call backs. * Effectively deal with job stress, angry callers, and upset customers * Application for proper telephone etiquette to satisfy various customer situations and appropriate actions to effectively control a telephone call. * Meets commitments to customers. * Display Time flexibility towards shifts as per work floor requirements. * Provide accurate information to customers about products or services. * Interact with other departments to resolve issues. | | | | Mar 2011 – Oct 2012 **Renaissance Facilities Management LLC** | **UAE** | | | *Front Desk Secretary* | | | | * Receiving Visitors and Answering Queries, Monitoring and screening of calls * Keep track of all the guests. * Fixing appointments, faxing, maintaining decorum in the lobby, keeping a check on the guests and inform the authorities if there is something suspicious. * Maintain proper files for important paper documents. * Conduct research; communicate with staff members as well as clients. * Keep a record of appointments and see to it that each one is conducted on time. * Organize and schedule meetings accordingly and to inform the staffs about the meeting and its agenda. * Make a detailed note of the proceedings of the entire meeting. This includes documenting the activity and the matters discussed during the meetings by writing down the minutes. As well to maintain the attendance log. * Getting the monthly and annual report and accounts published. * Supervising other staffs in the company and also to train the new staff and guide them. * Event Coordinator and Organizer. * Hotel booking, Flyer-Poster construction, editing and graphic designing. | | | | | | | |
| |  |  |  | | --- | --- | --- | | Jan 2008 - Feb 2011 **National Corp. for Tourisms & Hotels** | | **UAE** | |  | *Secretary /Storekeeper / Receptionist* | | | | * Receive and inspect all incoming materials and reconciles with purchase orders; processes & distributes documentation with purchase orders; reports, documents and tracks damages & discrepancies on orders received. * Maintains records of all deliveries. * Fills supply requisitions. * Receives & stores documents and confidential files; maintains record of approved document & confidential file destruction. * Handling Telephone Orders * Assists VIP guests * Maintains Cleanliness | | | | | | | |
| |  |  | | --- | --- | | Jul 2003 - Sep 2007 **Housing Research & Devt** | **, Philippines** | | *AutoCAD Designer / Receptionist* | | | * Building and Designing Japanese structural houses through the use of advance AutoCAD software. * Elevation and Perspective (2D & 3D) | | | | | | |
| |  |  | | --- | --- | | May 2001 - Jun 2003 **San Beda University** | **Philippines** | | *Front Desk Receptionist* | | | * Secretary cum Receptionist and Telephone Operator to the Administrative Office. | | | | | | |
| **EDUCATION** | | | | |
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| **TRAINING** | | | | |
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| Oct 2012 - Nov 2012 | **Sitel Academy** | **Philippines** | | |
| *Call Center Training Program* | | |
| Jun 2001 – Oct 2001 | **Editors Desk, Regional Office Philippines** | | | |
| *On-the-Job Training, Programmer* | | |