

**Whats app Mobile:+971504753686**

**Gulfjobseeker.com CV No:260267**

E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com)

**PROFESSIONAL OBJECTIVE AND SUMMARY**\* My main objective is to seek a work where I can maximize my skills and   
that will provide me the ability to gain more experience; while allowing   
me to contribute to the continued growth and success of the company.  
\* I am a plus factor to any team, of less or even without any supervision   
@ work and responsible in meeting targets

**SKILLS**

**COMPUTER SKILLS COMMUNICATIONS AND   
 EMPLOYABILITY SKILLS**- Development Platforms:  - People Management  
Windows 95/98, Windows XP,  - Service Desk Operation  
Windows 7 - Managed Services  
- Application Software:  - Vendor Management  
Microsoft Office Word, Excel,  - Dental/Clinical Support   
PowerPoint (2003, 2007, 2010)  - Customer Service  
- Internet Browsers: Internet Explorer, - Computer skills   
Mozilla Firefox, Google Chrome,

**WORK HISTORY**

**Company: ABESAMIS DENTAL CLINIC  
  
Position: Personal/Executive Assistant /HR Coordinator/Administrative Officer (April 2002 – May 2015)**- Manages and oversees the entire departmental administrative operations  
- Provides administrative support to ensure that operations are maintained in an effective, up to date and accurate manner  
- Maintains high level & confidential files, records and other legal documents of the company  
- Maintains a database of all the suppliers, clients and other contacts as reference and for mailing & easy communication purposes  
- Checks all email related to Administration and Human Resources  
- Prepares Material Requisitions & manages procurement of all office/dental supplies, office/dental equipment & consumables as per the office requirements & corporate budget  
- Assigns and dispenses the supplies for all branches/in-plant clinic  
- Manages the maintenance of the office premises and all office equipment/s  
- Prepares the shift schedules of all dental staff in all branches/in-plant clinic  
- supports continuous improvement and policy compliance by contributing to the development and reviewing the existing systems, processes and procedures  
- Supports human resources operations such as recruitment, training and development, and employee relations.  
- Performs screening & short-listing of CV profile and arranges the interview for the candidates  
- Oversees recruitment of new staff including training and induction  
- Checks all manpower attendance timesheet and forwards to Finance Manager  
**Company: TELECOMMUNICATIONS SERVICE PROVIDER, INC  
Position: Service Desk Supervisor (November 1994 to February 2002)**

- Prepares memorandum and guidelines for the Service Desk Agents  
- Evaluates the work performance of the Service Desk Agents / Service Desk Operation  
- Studies the ACD (Automatic Call Distribution) for the allocation of manpower  
- Revises the Service Desk Flow and aligns the procedures depends on the need of the respective Support Divisions  
- Maintains/updates documentation and guidelines of the Service Desk operation  
- Acts as Quality Assurance Specialist to ensure good quality service  
- Provides Technical Report to External Clients and Management  
- Measures Customer Satisfaction through analysis gathered from Customer Satisfaction   
- Measures and generates comprehensive reports on Service Level Agreement  
- Provides Operational reports that contain performance review, issues and recommendations   
- Provides/conducts Customer Satisfaction training to Helpdesk Teams / Service Desk Staff

**EDUCATIONAL BACKGROUND**

**University:** Philippine Women’s University │ Manila, Philippines

**Course:** Bachelor of Science in Hotel and Restaurant Management – 1987 - 1991

**PERSONAL INFORMATION**

Date of Birth: 11 November 1970