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Total Experience: 18 Years

Functional Area: Facilities/Project/Document Management/Administration/Customer Service/Teaching



**Summary of Skills and Experience**



With more than 18 years of practicing administration, document or record management and Customer Relations on project and conventional structure of organization; Graduate of Bachelor of Science in Commerce Major in Computer Science and Information Systems; Completed Professional Education with teaching license and Nursing Units; GCC working experience for almost 7 years.

**Work Experience (18 Years)**

**SERVEU LLC (Project: Abu Dhabi International Airport**

**August 15, 2013 – PRESENT**

**COORDINATOR (OPERATIONS)**

**Duties & Responsibilities**

* Reports directly to the Project Manager.
* Ensures availability of required chemicals, materials, tools & equipment needed in ADIA site.
* Prepares monthly MR for supplies and equipment required on site.
* Coordinates site material delivery from supplier and assure no delay in the operations.
* In-charge of preparing annual PPM schedules.
* Monitors staff’s daily work performance in all terminals and auxiliary buildings to avoid KPIs and non-conformances.
* Comply with QAQC inspection reports on daily basis to resolve the issue according to response time.
* Manages staff uniforms and keeps a track record to control issuance.
* Submits weekly reports to client and other required administrative works.
* Archives supervisor and duty officer check sheet for client’s audit.
* Monitor site machineries and coordinate with the supplier & main office-purchasing dept. for quotation, LPOs, training, inspection and other related issues.
* Prepare and coordinate petty cash reimbursement to main office-finance dept. Handles record of site cash flow.
* Submit monthly & weekly reports to client. Ensure file & database record of project discretionary.

**RDK Commercial Investments LLC ISO 9001:2008 (UAE)**

**October 2008 – July 20, 2013**

**DOCUMENT CONTROLLER**

**Duties & Responsibilities**

* Responsible for Control/Track/Issue of complete project documentation such as incoming and outgoing correspondence, Site Instruction, Change Orders, Daily Report, Submittals and other forms of pertinent documents from Consultants and Subcontractors including company’s internal documents.
* Maintaining a register of all incoming and outgoing mail, stamping and recording of mail before circulating for distribution.
* Responsible for receiving, logging and distributing all technical documents and assisting in coordination and monitoring of administrative activities to facilitate and expedite the work flow.
* Set up/assist document control filing system.
* Opening new files in accordance for each new project, maintaining all tracking records and ensuring that they are initiated when a file is taken from the document control room.
* Collecting faxes regularly, recording and sending for distribution to the individuals concerned.
* Implement and maintain a coordinated and consistent filing system; ensure that all filing is up-to-date.
* Update drawings in accordance with Drawing Register.
* Maintain Project Documentation as per ISO standards.
* Electronic-transmission of documents. Data input to database related to document receiving and tracking document.
* Assist Site office administration, Coordination with the respective Project Managers, Secretaries and other staff to ensure correctness of the records.
* Archiving contract/project documents.
* Maintain Archive section up to date.
* Regular periodic backup (electronic copy) of project and company’s document.

**OTHER POSITIONS HELD:**

**CUSTOMER SERVICE AGENT (Facilities Management Division)**

**Duties & Responsibilities**

* In-charge of answering inbound and outbound calls.
* Accommodate customer complaints on facility services of the property.
* Coordinates maintenance issue between client and department in-charge.
* Handles Shanghai Mitsubishi inbound and outbound calls that concerns about LIFT for RDK Group of Companies and external clients of SAE.
* Arranges monthly lift maintenance for Shanghai Mitsubishi clients.
* Coordinates and monitors work orders, service call backs and emergency entrapment to technical department.
* Collates customer feedback, monthly labor and material costs.

**RECEPTIONIST**

**Duties & Responsibilities**

* Responsible for shaping interactions to customer or first impression.
* Answers telephone inquiries, screen and direct to people concern.
* Sorts incoming mails, arrange meetings, assists guest.
* Keeps reception area tidy and well maintained.

**OFFICE SECRETARY**

**Ateneo Schools Parent Council**

**September 2006 – September 2008**

**Duties & Responsibilities**

* Primarily in charge of maintaining, proper filing, and updating documents.
* Disseminates all assigned correspondence and materials for distribution according to schedule and relevant parties.
* Makes all required liquidations and reports, as assigned.
* Assists in preparation of the relevant materials and documents pertinent to ASPAC events.
* Arranged for meetings and prepare materials.
* Maintains the Petty Cash Fund and office supplies.
* Assist parents in their queries regarding school schedules, contact persons and school procedures to the best of her knowledge or based on the guidelines that may release by ASPAC.
* Ensures all official correspondence bear the notation of the President or authorized/assigned Executive Committee Member, in addition to the primary signatory of the letter.

**REGISTRAR CLERK**

**St. Scholastica’s Academy**

**May 2000 – March 2006**

**Duties & Responsibilities**

* Handled and controlled 201 files (Data record) of students.
* Assisted during admission and enrolment period.
* Monitored enrolment data sheet and identification cards of all personnel in the campus and students.
* In charge of processing academic records and applications of senior students for admission to college/university.

**Smart Communications**

**November 1997 – February 2000**

**Duties & Responsibilities**

* Assists inquiry and complaint of complex clients.
* Supervises 8 agents in customer-handling.
* Prepares Performace Evaluation and Daily Transaction Report of call center agents.
* Provides administrative assistance and submitting reports to shift supervisor (if necessary).

**CASHIER**

**Infocom/Nextel Telecom**

**June 1997 – November 1997**

**Duties & Responsibilities**

* In-charge of consolidating receipts and payments from business centers & credit card companies.
* Prepares summary monthly payment report for accounting purposes.

**Education 1997**



Bachelor of Science in Commerce Major: Computer Science and Information

**Other**

Certificate in Spoken Arabic (2-Month course)

**2006**

Allied Health and Science Education (AHSE) (Completed, Preparatory for Clinical Nursing)

**2004**

Professional Education Units (Teaching) Country: Philippines

**Skills**

**Office** Administrative, Document Management, Customer Service

**Computer** Microsoft Windows: Word, Excel, Powerpoint & Outlook, Windows XP, Internet

Explorer, Photoshop, Autocad, Excel VBA

**Language** **Fluent in** Tagalog and English

**Beginner in** Arabic

**Other** Teaching