**PERSONAL INFORMATION**

Gender: Female

Date of birth: 14 June 1983

Marital status: Married

**EXECUTIVE SUMMARY**

* Graduate of AB Mass Communication in AMA Computer University, Philippines (2006)
* Has 7.5 years UAE working experience in Front Desk/ Administrative Field
* Computer Skill: Experienced in using MS Office (Excel, Word, PowerPoint & Outlook), Internet, IBM Lotus Notes Email, Sametime, Movex, SPM, QuickServe
* Typing speed: 50 wpm
* Communication Skill: Fluent in both English & Tagalog (oral & written)
* Customer Service Skill: Adopted through my Front Desk roles in different Industry & Global companies as well as trained in prestigious company (CME – Through the Lens of the Customer/ TLC training & Customer Service Excellence/ CSE trained)
* Personality: Approachable, Professional, Organized, Prompt & Trustworthy
* Has valid UAE Driving License and drives own automatic vehicle

**EDUCATION BACKGROUND**

**AB Mass Communication Graduate,** SY 2006 | AMA Computer University, Quezon City – Philippines

**Grade school to High school,** SY 2000 | Pioneers Int’l Private School, Abu Dhabi – UAE

**WORK EXPERIENCE**

**Service Writer,** Cummins Emirates Sales & Service LLC

Dubai, UAE | July 2013 – December 2015

* Provide full support to Service Department & Assists Reception when receptionist is on leave
* Handles full administration of Field and Workshop Team
* Job opening and closing/ invoicing, customer invoice submission & update in Invoice Register
* Calling customer for service feedback & encoding feedback in excel sheet for report purpose
* Creating purchase order & arranging purchase order for payment (accounts payables)
* Coordinate with Service Department's suppliers
* Enter technician's timesheet in system (Movex) & update in Overtime for monthly report
* Technician's Job Safety Assessment entry in system (SafetyNet)
* Personal protective equipment arrangement for the technicians
* In charge of Hazardous Waste Management (from creating request up to payment)
* Monthly reports: Overtime Report, KPI, Internal Labor Report
* Filing: Customer Invoices/ Job files, LPO, Technician Timesheets, Administrative files

**Receptionist**, Cummins Emirates Sales & Service LLC

| October 2011 – June 2013

* Fully in charge of the switchboard with 8 active lines and updating Branch telephone list
* Fully responsible in front desk operation
* Provides full support to the branch administrative operation
* Attending visitors, customers & suppliers requirements
* Sorting and distributing incoming emails (correspondent), faxes and post box mails
* Arranging local and international shipments
* Stationery and pantry inventory, purchase order, accounts payables
* Issuing Admin Miscellaneous Purchase Orders and Purchase Order Payments
* In charge of attendance management, submission, leave reports
* Assisting Service Department (Accounts Payables, Customer Invoices, Administration)
* Create daily job planner for Customer Service Advisors for Dubai & Sharjah branch
* Coordinate with other branches for any Facility Management and Administration requirements
* Minimum assistance with IT Department with IT related branch issues
* Assisting Cashier for issuing receipts, cheques and acknowledging payments
* Providing support to Health and Safety Department, raising any safety related issues
* Supporting HR Department with branch employee legality such as passport, visa, Emirates ID, Labor card safe documentation
* In charge of Branch Conference Room calendar and Conference calls
* Document controller of Office Filing: Accounts Payables, Employee’s Documents, Branch Facility Operation Documents and Dubai Municipality documents
* Responsible for Office Attendant and Cleaners daily job routine
* Reports: Attendance Report, Admin Spend track report

**Administrator/ Logistic Coordinator**, Talascend Worldwide Technical Resources

| April 2011 – July 2011

* Provide full support to General Manager
* Assists in furnishing candidate resume before submission to potential clients
* Conduct initial phone interview to shortlisted candidates
* Pulls out applicant’s profile from Bullhorn online system, submit candidates profile to clients
* Uses Social Network (LindkedIn, Facebook) in connecting with possible candidates
* Advertise job opening online (GulfNews, LinkedIn, Dubizzle)
* Provide administrative support to Abu Dhabi team

**Receptionist,** Cummins Power LLC

Abu Dhabi, UAE | November 2009 – January 2011

* Fully in charge of the switchboard with 8 active lines and updating Branch telephone list
* Fully responsible in front desk operation, attending visitors, customers & suppliers requirements
* Sorting and distributing incoming emails, faxes and post box mails
* Arranging local and international shipments, stationery & pantry inventory, purchase order
* In charge of attendance management, submission, leave reports
* Coordinate with other branches for any Facility Management and Administration requirements
* Minimum assistance with IT Department with IT related branch issues
* Assisting Cashier in distributing expense claims of employees, issuing and acknowledging receipts, cheques, acknowledging payments
* Supporting HR Department with branch employee legality such as passport, visa, Emirates ID, Labor card, safe documentation
* Attending Branch Meeting and taking minutes of meeting for the Branch Manager
* In charge of Branch Safety and ensuring First Aid Kit is fully equipped for employees use
* Document controller of Office Filing: Employee’s Documents, Branch Facility Operation Documents and Dubai Municipality documents
* Ensuring ADWEA & Etisalat bills are transmitted to employee of the company for payment
* Assisting Parts Department in submitting Customer Invoices, Customer Service Assistance
* Responsible for Office Boy and Driver’s daily job routine, handles monthly attendance report

**Administrative Coordinator/ Receptionist,** Jones Lang Lasalle

Abu Dhabi, UAE | May 2009 – July 2009

* Fully in charge of the switchboard, fully responsible in front desk operation
* Attending visitors, customers & suppliers requirements
* Sorting and distributing incoming emails, faxes and post box mails
* Arranging local and international shipments, stationery and pantry inventory, purchase order
* Supporting the team in administrating proposals (editing, printing & binding for presentation)
* In charge of the conference room’s calendar to avoid conflict of use
* Coordinating with IT for any IT related issues, office filing of the team’s proposals & expense claims

**Administrative Secretary,** Fortis Property

Abu Dhabi, UAE | June 2008 – March 2009

* In charge of switchboard, ensuring office is ready for daily operation
* Sorting and distributing incoming emails, faxes and post box mails
* Responsible for local shipments,
* Stationery and pantry inventory, purchase order and purchase order payment
* Handling petty cash and expense claim, issuing and acknowledging receipts and cheques
* Depositing cheque to company’s bank account
* Coordinating with property buyers and sellers for the account
* Advertising and Marketing sales requirement of the company
* Book flights, hotels & car rentals for the Chairman, General Manager, Local & International Client
* Provide full assistance to the Chairman and General Manager
* Fully in charge of administrating office files

**Events Management Assistant**,IProduction

Abu Dhabi, UAE | September 2007 – March 2008

* Assisting the team in events, Events Operation research
* Assisting the reception work when receptionist is not available
* Preparing proposal and presentation for Managing Director
* Assisting Marketing Manager for preparing advertisements
* Attending events for distributing advertisements, ensuring promotion of events are well taking of

**Receptionist cum Secretary,** Master Electrical & Mechanical Works LLC

Abu Dhabi, UAE | June 2007 – September 2007

* Responsible of the switchboard, in charge of reception daily operational routine
* Sorts and distributes incoming emails, faxes and post box mail, handling local and international courier
* Fully assist the team in secretarial requirements such as typing and editing proposals
* Managing daily routine of office boy and driver

**Receptionist cum Secretary,** Al Khyber General Contracting & Maintenance Establishment

Abu Dhabi, UAE | December 2006 – March 2007

* In charge of the switchboard, in charge of reception daily operational routine, document controller
* Photocopying, Scanning & Printing General Manager’s document requirements
* Ensuring monthly attendance of laborers are submitted to payroll department on time
* Responsible for manpower expense claim reimbursement report

**TRAINING**

* Safety Training, Cummins Emirates Sales & Service LLC, 2015
* Movex, SPM & QuickServe Online (QSOL), Cummins Emirates Sales & Service LLC, 2014
* Right Environment, Cummins Emirates Sales & Service LLC, 2013
* Customer Service Excellence/ Through the Lens of the Customer (TLC) in Cummins Emirates Sales & Service LLC, 2012
* News Writing in Channel 9 (RPN 9), Philippines, September 2006
* Disc Jockey in Energy FM, Philippines, 2006
* Data Encoding in Kapisanan ng mga Broadkaster ng Pilipinas (KBP), Philippines, July 2006