**First Name of Application CV No 1647468**

Whatsapp Mobile: +971504753686



To get contact details of this candidate Purchase our CV Database Access on this link.

<http://www.gulfjobseeker.com/employer/services/buycvdatabase.php>

A highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge in

* teaching/training administration,
* hospitality/customer service
* administrative and office procedures
* hr administration

Quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of duties

Well organized and an excellent team player with a proven ability to work proactively in a complex and busy working environment

Proficient in the use of various computer programs and applications

# WORK HISTORY

**Position: Assistant Retail Supervisor**

Company: RDC Retail Shop – Malolos Philippines

January 2015-November 2015

* *Duties:* Manage retail staff, including cashiers and people working on the floor; Formulate pricing policies; Ensure pricing is correct; Work on store displays; Coach, counsel, recruit, train, and discipline employees; Evaluate on-the-job performance; Identify current and future trends that appeal to consumers; Ensure merchandise is clean and ready to be displayed; Maintain inventory and ensure items are in stock; Ensure standards for quality, customer service and health and safety are met; Maintain store's cleanliness and health and safety measures; Organize and distribute staff schedules; Preside over staff meetings; Help retail sales staff achieve sales target; Handle customer questions, complaints, and issues.

**Position: Administrative Assistant**

Company: Table Tops Event Linen Rental – Dubai UAE

May 2013 up to December 2014

* *Duties:* Answer, screen and transfer inbound phone calls; Receive and direct visitors and clients; General clerical duties including photocopying, fax and mailing; Maintain electronic and hard copy filing system; Retrieve documents from filing system; Handle requests for information and data; Resolve administrative problems and inquiries; Prepare and modify documents including correspondence, reports, drafts, memos and emails; Schedule and coordinate meetings, appointments and travel arrangements for managers or supervisors; Prepare agendas for meetings and prepare schedules; Record, compile, transcribe and distribute minutes of meetings; Open, sort and distribute incoming correspondence; Maintain office supply inventories; Coordinate maintenance of office equipment; Coordinate and maintain records for staff, telephones, parking and petty cash; Deal customer queries and complaints; Update banking records

**Position: Assistant Supervisor**

Company: Iris Modern Urban Management LLC  Abu Dhabi

October 2012 - May 2013

*Duties:* Oversees the daily operation of the car parks; Prepares and maintains various record keeping manuals/logs relative to the operational aspects of the Car Park; Maintains daily cash control check to ensure cash integrity; provides input based on needs and experience for the operational development of the car park; insures compliance of the car park operating procedures and manuals; prepares and submits reports to include incident and accident reports, maintenance defaults, customer complaints, and special requests from the Manager; promotes and creates a Customer Service Environment; promotes and ensures proper employee training and compliance with Health and Safety manuals and procedures; ensures that all equipment, materials, and work conditions are adequately maintained to prevent accidents*;* performs other duties as required or assigned.

Positions: 1. Senior Operations Supervisor

January 2008 - November 2010

2. HR Assistant

January 2007 – December 2010

3. Health and Safety Officer/Trainer

January 2007 – December 2010

4. Senior Customer Service Officer

**January 2007 - January 2008**

**5. Customer Service Officer**

December 2006 - January 2007

Company: Secure Parking Corporation SAL Dubai, UAE

*As Senior Operations Supervisor:* oversees the daily operation of DIFC car parks; assist Manager in supervision of supervisors, customer service officers, cashiers and valet drivers; organize, prepare and distribute work schedules for staffing specific event needs; crack attendance of staff according to Attendance Policy; promptly notify Manager/HR when warnings are needed; communicate event schedules and information with parking staff; monitor lot during events, to ensure cars are parked quickly and effectively; immediately contacting Manager if issues arise; track parking tickets; maintain daily parking records; work in a variety of parking locations and positions; reconcile ticket sales to cash in accordance with established accounting procedures; prepare various operational and financial reports regarding areas of responsibility in absence of Manager; assist Manager in communication of policy, process and procedure updates/information with parking staff ; assist Manager in training staff in efficient parking operations and to maximize revenue; monitor lots during events to ensure smooth ingress of the interior and exterior of the lots; tactfully and promptly resolve all customer service issues related to parking in absence of Manager; inspect work productivity of parking attendants to ensure that the highest levels of efficiency, accuracy and customer service are met; coordinate with Event Managers and Parking Manager to ensure accurate scheduling of staff ; assist in operation of daily events as business demands to provide excellent customer service; greet and direct customers entering parking lots; verify proper documentation all cars going through booths; balance cash drawer at the end of shift; set up A-frame signs, parking cones, and reserved/disabled parking signs as event needs; identify and problem solve parking issues; prevent when possible; provide excellent customer service assistance to internal and external clients; Performs other duties as required or assigned

***As HR Assistant:***Explain company personnel policies, benefits, and procedures to employees or job applicants; Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications; Process and review employment applications in order to evaluate qualifications or eligibility of applicants; Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information; Interview job applicants to obtain and verify information used to screen and evaluate them; Compile and prepare reports and documents pertaining to personnel activities; Inform job applicants of their acceptance or rejection of employment; Select applicants meeting specified job requirements and refer them to hiring personnel; Arrange for in-house and external training activities.

***As Health and Safety Officer/Trainer:*** ensure that all car parking is at the maximum availability at all times, that sites are clean and safe for customers to use, and that all equipment associated with parking is in good working order. Ensure signs are in good order and suitable for the service; provide advice, information and instruction on local H&S issues; assist in the application of H&S procedures; help manage risks and hazards in their area; report and investigate incidents, injuries and hazards and implement agreed control measures; liaise with their Head of academic/administrative unit, H&S and other safety personnel; review and analyze injury and incident reports and data; develop injury and incident prevention strategies for their area; monitor local area compliance with H&S policy and procedures; audit local area H&S compliance with regard to risk, emergency and hazardous waste management; help promote H&S awareness; trains new employees, Customer Service Officers, Cashiers and Valet Drivers on the car park procedures and policies; promotes and creates a Customer Service Environment; promotes and ensures proper employee training and compliance with Health and Safety manuals and procedures; ensures that all equipment, materials, and work conditions are adequately maintained to prevent accidents; performs other duties as required or assigned

*As Senior Customer Service Officer:* deal directly with customers either by telephone, electronically or face to face; respond promptly to customer inquiries; handle and resolve customer complaints; obtain and evaluate all relevant information to handle service inquiries; perform customer verifications; set up new customer accounts; process forms, applications and requests; organize workflow to meet customer timeframes; direct requests and unresolved issues to the designated resource; manage customers' accounts; keep records of customer interactions and transactions; record details of inquiries, comments and complaints; record details of actions taken; prepare and distribute customer activity reports; maintain customer databases; manage administration; communicate and coordinate with internal departments; follow up on customer interactions; provide feedback on the efficiency of the customer service process

***As Customer Service Officer:*** regulates entry and exit of vehicles to and from the Car Park***;*** guides vehicle parking to maximize the potential space***;*** executes the operational plan in accordance with the Car Park procedures and policies***;*** carries out cleaning as directed or where necessary***;*** assists Clients/Visitors in distress or in need of other assistance***;*** monitors the appearance of the Car Park, taking action to ensure DIFC/Secure Parking standards are achieved and maintained***;*** maintains good communications and consult regularly with the Supervisor and Car Park staff, seeking assistance and contributing to the resolution of outstanding issues***;*** maintains excellent customer service and good relations with all Clients/Visitors***;*** complies with health and safety manuals and procedures***;*** reports any significant findings to the Supervisor***;*** performs other duties as assigned or required

Company: Falcon Bus Rental – Dubai UAE

**Position: Administrative Assistant**

May 2006 up to December 2006

*Duties:* provide general administrative and clerical support including mailing, scanning, faxing and copying to management; perform data entry and scan documents*;* performs and coordinates office’s administrative activities, storing, retrieving and integrating information for dissemination to staff; assist in resolving any administrative problems*;* prepares job cards for vehicles; answer and direct phone calls; organize and schedule meetings and appointments; maintain contact lists; produce and distribute correspondence memos, letters, faxes and forms; prepare and modify documents including correspondence, reports, drafts, memos and emails; assist in the preparation of regularly scheduled reports; develop and maintain an electronic and hard copy filing system; run company’s errands to post office and office supply store; schedule and coordinate meetings, appointments and travel arrangements for Managers; submit and reconcile expense reports; provide general support to visitors; maintain office supplies for department

**Position: High School Values Education Teacher**

**Company: St. Joseph School –Gagalangin Manila**

June 2011 - March 2012

**Positions: 1. Grade School Teacher**

June 1995- March 2006

**2. Volunteer High School Values Education Teacher**

June 1995- March 2006

**3. College Instructor (Part Time)**

June 2000 - March 2004Company: La Consolacion College

**Position: Grade School Teacher**

Company: St. Paul College-Bocaue

June 1992 up to March 1995

***Duties:***plan, prepare and deliver instructional activities that facilitate active learning experiences*;* establish and communicate clear objectives for all learning activities*;* provide a variety of learning materials and resources for use in educational activities*;* identify and select different instructional resources and methods to meet students' varying needs*;* use relevant technology to support instruction*;* observe and evaluate student's performance and development*;* provide appropriate feedback on work*;* encourage and monitor the progress of individual students*;* maintain accurate and complete records of students' progress and development*;* prepare required reports on students and activities*;* manage student behavior in the classroom by establishing and enforcing rules and procedures*;* maintain discipline in accordance with the rules and disciplinary systems of the school*;* apply appropriate disciplinary measures where necessary*;* perform certain pastoral duties including student support, counseling students with academic problems and providing student encouragement*;* participate in extracurricular activities such as social activities, sporting activities, clubs and student organizations*;* participate in department and school meetings, parent meetings*;* communicate necessary information regularly to students, colleagues and parents regarding student progress and student needs*;* keep updated with developments in subject area, teaching resources and methods and make relevant changes to instructional plans and activities

# EDUCATION

June 1987-March 1992 Bachelor in Elementary education

St. Columban College

Olongapo City Philippines

# PERSONAL INFORMATION

Nationality: Filipino

Birth Date: May 9, 1968