Karen

Karen.280271@2freemail.com

**OBJECTIVE**

An organized individual with strong interpersonal skills seeking to secure a challenging and rewarding **Office Support Position** at a growth-oriented firm, where I can effectively utilize my skills to its fullest potential and produce continual experience with growth opportunities.

**PROFESSIONAL EXPERIENCES**

**Etisalat *(Emirates Telecommunication Company)***

**Customer Service Representative**

Deira, Dubai UAE

August 2014-Present

Duties & Responsibilities:

* Contact Businesses or Private Individuals by phone
* Describe Products and Services
* Respond to questions
* Identify and overcome Objections
* Take the customer through the sales process
* Obtain customer information
* Obtain possible customer leads
* Maintain customer/potential customer data bases
* Follow up on initial contacts
* Complete records of telephonic interactions, orders and accounts

**GATEWAY COMPUTERS LLC**

**HR Admin Officer cum Office Secretary**

AL QUOZ INDUSTRIAL AREA DUBAI, UAE

JULY 2012 to August 2014

Duties & Responsibilities:

HUMAN RESOURCE

* Act as the branch point of contact for both employees and management on all the matters.
* Support management in fulfilling human resource policies, programs and procedures.
* Process, verify, and maintain documentation relating to personnel activities such as recruitment, leaves, performance evaluations, attendance and classifications.
* Responsible in recruitment & training activities; prepare recruitment list and job posting, process and review employment application to evaluate eligibility of applicants.
* Adhere to company policies and business ethics and communicate the same to the team.
* Provide support in accounts department for payroll preparation.
* Establish and maintain a dynamic and positive work environment to foster development opportunities and stimulate high performance among team member.

ADMINISTRATION

* Perform a variety of clerical and administrative support for various departments.
* Provide accurate, efficient and committed office work support in completing daily activities.
* Carry out administrative duties efficiently like correspondence, bookkeeping and customer relations.
* Render support tasks such as operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
* Open, sort, and deliver incoming correspondence, including faxes and e-mail.
* Preserve proper records of incoming and outgoing correspondence, file documents and letter systematically and keep all assigned files up-to-date. Keep confidentiality in all company documents.
* Manage complete facilities set up and upkeep. Ensure enough supplies to support operations.
* Serve as main point of contact between office staffs, production staffs and department heads. Liaise with different departments to coordinate activities, exchange information, and resolve issues.
* Contribute to the establishment and development of the organization’s goodwill/reputation by presenting a professional image at all times.
* Order office supplies and service office equipment on behalf of the branch.
* Work on maximum timing and extend if needed to complete the urgent tasks given by the manager.

**NEW ERA NATIONAL HIGH SCHOOL**

Cavite, Philippines

November 2011 – February 2012 **PRIMARY/SECONDARY TEACHER (INTERNSHIP)**

Duties & Responsibilities:

* Teaches young adult classes’ specifically English subject using audiovisual aids, demonstration, or laboratory techniques appropriate to subject matter
* Plans course content and method of presentation, and prepares outline of material to be covered and submits it for approval.
* Adapting course content and complexity to ages and interests of students.
* Evaluates class performances, administer tests, and issues grades in accordance with methods used by educational institution
* Conducts seminars or workshops for school system teachers to demonstrate methods of using institution facilities and collections to enhance school programs or to enrich other activities.
* Conducts workshops or field trips for students or community groups and plans and directs activities associated with projects.
* Plans and presents vacation or weekend programs for high school students, combining recreational activities with teaching methods geared to age groups.

**VALE INSTITUTE OF BUSINESS EDUCATION FOUNDATION INC**

Cavite, Philippines

March 2010 – December 2010 **ASSISTANT TEACHER**

Duties & Responsibilities:

* Assist in the planning and implementation of daily program of a Lead Teacher.
* Classroom supervision in the absence of Lead Teacher is a task which has to be conducted occasionally.
* Prepare a suitable learning environment for children; supply them with necessary materials, stationery, etc. and setting up interest centers.
* Attend staff meetings, conferences and the required training programs.
* Assist the Lead Teachers in successfully carry out various activities that lead to emotional, intellectual and social development of children.
* To help children in developing good habits including that of personal hygiene is a seemingly minor yet important task to be handled by assistants; few of the tasks associated with personal hygiene are toilet training and diaper changing.
* Reporting to the Lead Teacher in case of observance of problems with children.
* Help in maintaining a neat and clean classroom.

**QUALIFICATIONS**

* 6 years+ work experience.
* Tact to deal with multicultural personnel.
* Committed, bubbly and a passionate individual.
* Well‐developed experience in performing administrative tasks.
* Ability to meet deadlines, carry through assignments, and exhibit accuracy and neatness.
* Tactful, creative, flexible, resourceful, dependable, well‐organized, friendly, emotionally mature, professional and fast learner.
* Analytical problem solving skills and good decision making skills.
* Capable and practiced in handling complex and/or multi‐faceted tasks.
* Assisted with bookkeeping, payroll, A/R and A/P processing.
* Proven ability to interact, develop and maintain a positive working relationship with personnel on all levels, both within the company and with clients.

**SKILLS**

* Excellent organizational and time management skills; Able to think “out of the box”
* Computer literate with advanced knowledge of Microsoft Office application; Excel, Word, Outlook and Power point.
* Proficiency with numbers and typing skills (50 to 70 wpm)
* Excellent communication skills and can communicate well with all level of employees
* Be able to work under high pressure
* Ability to liaise well with others and delegate tasks as well as work on your own initiative
* Good teamwork spirit and learning ability
* Pleasant to deal with discreet, reliable and diplomatic, honest and approachable;
* Positive attitude, attention to detail and organized.

**EDUCATION**

Bachelor of Science in Secondary Education Major in English (Attested by UAE Embassy)

Philippine Christian University (PCU)

Manila, Philippines

June 2008 – March 2012

**LANGUAGES**

* English and Filipino

**PERSONAL INFORMATION**

* Date of Birth : September 15, 1988
* Civil Status : Single
* Nationality : Filipino