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**Maria Doctor**

**Maria.283609@2freemail.com**

**Work Experiences:**

**April 2014 – June 2016** : **Sales and Admin Coordinator**

 Emirates Industrial Gases Co LLC, Dubai – UAE

 [Assigned in Abu Dhabi, Site – Al Ruwais Industrial Gases Co LLC]

* Coordinated with Sales team by managing schedules; filling important documents and

communicated relevant information.

* Completed online registration that validates the company as either a supplier or vendor.
* Compiled necessary documents and submitted Tenders / contracts.
* Prepared quotations for products offered by the company.
* Responded to customer inquiries and complaints and gave after sales support as requested.
* Coordinated information ; deliveries and availability of product with the departments.

[Logistics; suppliers and procurement departments]

* Implemented the Plans set by the management to all the concerned departments.
* Handled order / request from customer with accuracy.
* Stored and sorted important data in electronic form and presented reports.
* Used Oracle for product inventory; prices and orders.
* Answered all the incoming phone calls and direct to the correct person/s.
* Handled courier / mails.
* Handled employee’s concerns: vacation leaves; air tickets; salary discrepancies; accommodation issues.
* Supported the team to organize and prepare promotional materials or events.
* Inventory of office supplies; sent order request to the head office purchasing department.

**October 2011 – June 2013** : **Sales Coordinator – Front office Admin**

 Homes4life Real Estate LLC / Al Barsha, Dubai, U.A.E.

* Updated online advertisements for marketing purposes. Used Masterkey for the updates.
* Answered incoming calls and connected the calls to proper extension [receptionist role]
* Did Cold calling to prospective and existing clients for property availability and updates
* Gathered details provided by the customer either inquiry or property availability.
* Documented all the necessary details given by the property owners for online ad and marketing purposes.
* Prepared schedules for viewing with company agents and prospective clients/buyer.
* Supported the Sales Team for Contract preparation / new and renewal including documentation.
* Sent email correspondence to the clients on behalf of the Sales Team.
* Handled stationery inventory; ordering and petty cash.
* Updated the list of properties for rent and sale - weekly and monthly.
* General Admin work such as filing; preparing memos; invoices/receipts.

**August 2005- August 2011** : **Customer Service Representative** – Call Center / BPO

 (Telecommunications – International Accounts) Philippines

* Handled customer inquiries such as product information; billing; payments and products and services issues.
* Provided Technical support to customers to resolve issues with products and services.
* Unresolved issues were escalated to proper department for proper handling and follow up.
* Created customer account for new inquiries to proper document the calls / inquiries.
* Provided 100% customer satisfaction by being able to communicate articulately
* Gave precise product information to customer during sales inquiries.
* Did an “up-sell” of the products/ services that fits the customer’s needs.

*[The years from 2005 up to 2011 were the accumulated years of my work experience in the call center industry]*

**July 2002- August 2005**  : **Assistant / Coordinator -** Freelance (Interior design projects) /Philippines

**November 2000 - August 2001 : Sales Coordinator / Interior -** Metallite illuminazione mktg. /Philippines

**Year 2001 -2000** : **Assistant Jewelry Designer** -, Shirochyo a.k.a. Hoseki Pearl /Philippines

**Year 1999** : **Artist / Painter** (Marketing Associate), Europhil / Philippines

**Summary of Qualifications:**

* 4 Years work experience as Sales Coordinator cum Admin / Reception in UAE.
* 6 Years work experiences as Customer Service Representative [Call center representative]
* Sales background – in a showroom environment.
* Enthusiastic in building relations with clients.
* Efficient in varying work environment; such as working alone or with a team.

**Other Skills:**

* AutoCAD ; with Knowledge in using Photoshop
* Computer literate: Efficient in Ms Office.

**Education**: College of the Holy Spirit, Mendiola Manila, Philippines (1994 – 1997)

Bachelor of Fine Arts – Associate in Interior Design.

**Personal Information:**

Nationality: *Filipino* Status: *Single*

Sex: *Female*  Age: 38 *years old*

Language: *English, Filipino (Tagalog)* Visa status: *\*On Visit Visa*