Nationality : Filipino

Marital Status : Single

Date of Birth : 7th of August 1983

**LANGUAGES SPOKEN**

* **ENGLISH** Excellent in speaking and writing
* **ARABIC** Well versed in communication. Reading & writing in progress
* **TAGALOG** Native Language

**OTHER COMMITMENTS/INTERESTS**

* Volunteering (Member of Volunteer in UAE, Dubai Cares, and Dubai Volunteers)
* Participating in any volunteering events outside the official organization
* Participating in Dubai Cares Projects
* Triathlon, Aquathlon, Running
* Member of Filipino International Triathlete Club
* Member of Filipino Runners United

**MY OBJECTIVE**

To join an organization where I can contribute with its success applying my passion, knowledge, experience and skills. To be in a battleground where growth and learning holds no limits.

**SUMMARY OF QUALIFICATION**

* 8 years of Executive/Personal Assistant experience
* Strong background in Secretarial and Administrative role, marketing, and HR procedures
* Highly organized and has exceptional ability to work under pressure
* Able to work under minimum supervision
* Possesses strong initiative, dedication, and devotion to chosen career
* Passionate, punctual, and friendly with professional approach

**KEY SKILLS**

* Filing & documentation
* Calendar management
* Event management
* Well versed in all office procedures
* Microsoft office
* Basic knowledge in Photoshop and Illustrator
* CRM (Propspace and Vtiger)
* Archiving
* Customer Service
* Competent communicator

**WORKING HISTORY**

**Company** : Kensington Luxury Real Estate Brokers LLC

**Position** : Executive Assistant to the MD/CEO (June 2013 till present)

**Responsibilities directly to the MD/CEO:**

* Acted as the “gatekeeper” of the MD/CEO
* Organized and maintained calendar/diary of the MD/CEO
* Set-up appointments, meetings, and organized travel arrangements
* Did research and provided presentations
* Screened/filtered all incoming calls and emails for the MD/CEO
* Noted/provided meeting minutes
* Handled confidential documents and information of MD/CEO

**Responsibilities as Human Resource Personnel:**

* Screened applications and scheduled interviews
* Prepared contracts and agreements
* Liaised with the company’s PRO while onboarding new employees, preparing all the necessary documents for visa application
* Created letters and requests templates (e.g., salary certificate, NOC, termination, etc)
* Updating employees’ profile
* Studied company policies and report/apply necessary actions when required

**Other Responsibilities:**

* Conducted weekly Assistant’s Jour-fix meeting
* Screened property inquiries received via Hotline, telephone, online, print ads, and other social media ads
* Provided administrative assistance to the Sales and Rental Team
* Updating agent’s listings in the CRM
* Performed cold-calling
* Managed database
* Conducted Customer Service Survey to improve the company’s performance and services
* Worked with the marketing team to improve marketing strategies
* Organized company events
* Participated in Property exhibitions
* Managed company’s social media accounts

**Company** : Varengold German Investment Bank

**Position** : Executive/Personal Assistant to the Board Members

(October 2010 – March 2012)

Onboarding Manager (March 2012 – April 2013)

**Responsibilities as Executive/Personal Assistant to the Board Members**

* Assisted the CEO, the CFO and the Managing Director to make the best use of their time by dealing with secretarial and administrative tasks
* Organized and maintained diaries and set up appointments
* Dealt with incoming emails, fax and posts often corresponding on behalf of any of the Board Members
* Noted dictations and meeting minutes
* Prompt and efficient completion of front office duties (i.e. check-in, check-out, telephone services, recording of guests’ requests/client complaints)
* Carried out background research and presenting findings
* Producing documents, briefing papers, reports and presentations
* Organized and attended meetings, ensured that my superiors is/are well-prepared and all set
* Liaised with clients, suppliers and other staffs
* Ensured the maintenance of the working environment that yields productivity and furnishes office supplies
* Assisted the CFO with the accounts, processing legal documents, contracts and all other financial issues of the company
* Processed monthly salary of the employee via WPS and coordinating with the banks for any disputes, technical issues, etc.

**Responsibilities as Onboarding Manager**

* Frontliner/cold-caller
* Coordinated with brokers’ newly closed clients and provided all the necessary assistance in opening an account
* Coordinated between brokers and clients regarding documents completion, necessary requirements and procedures to be followed
* Performed as the “Back Office” of Dubai not only for account opening issues but also for all other issues such as account funding assistance, withdrawals, missing documents, disputes, etc.
* Checking of Onboarding mails and attending all new and pending open issues
* Calculating and updating daily and monthly Sales Report of Individual Brokers and Dubai group
* Maintained records of all the Onboarding and Back Office issues
* Daily Submission of Onboarding Protocol report and Margin calls report to the Head of Sales and Administration
* Sending of clients’ original documents to Hamburg addressed to particular departments
* Directly communicated with the main company in Germany regarding all Onboarding and Back Office issues
* Updating and sending daily sales report to Hamburg
* Provided administrative assistance to the sales team
* Organized events

**Company** : Al Fatah Manpower Suppliers – Sharjah, UAE

**Position** : Administrative Secretary (2008-2010)

**Responsibilities**

* Acknowledged all kinds of inquiries received via email, incoming and outgoing calls, fax and walked-in customers in English and Arabic communications
* Prepared contracts for Embassy and all other documents in every particular transactions
* Updating of applicants’ status in the company’s system and website
* Provided regular updates, requests, and reports to the agents in each countries that the company is corresponding with
* Responsible in handling and sending accounts report to the General Manager/Owner (Kuwait based) on a daily basis
* Acted as negotiator and dealt between customers and employee when there are issues

**EDUCATION**

**Tertiary** : Cavite State University (Philippines)

**Course** : Bachelor of Science in Civil Engineering

2000-2003(Undergraduated)

**High School** : General Emilio Aguinaldo National High School (Philippines)

1996-2000 (Diploma)

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