**Celyn**

**Celyn.285757@2freemail.com**

**Degree: Bachelor of Science in Information**

 **and Computer Science**

**Position Desired: Data Entry Operator/Customer Service**

**CAREER OBJECTIVE:**

To be a competitive individual that will adhere my degree, qualifications, aptitude and skills. Work with drive, can work under pressure, possessing excellent numerical and data entry skills with comprehensive understanding of commercial and administrative procedures.

**SKILLS:**

* Knowledgeable in computer applications(MS Applications Word, Excel, PowerPoint & Outlook)
* Proficient in oral and written communication/correspondence
* Good interpersonal skill, can manage very well to different levels of people
* Management and Teambuilding skills

OBJECTIVE

Work with drive, can work under pressure, possessing excellent numerical and data entry skills along with a

comprehensive understanding of commercial, administrative and accounting procedures.

Keen to find challenging accounting and administration position with an ambitious and exciting company where I

can earn experience and improve my skills.

**PROFESSIONAL EXPERIENCE:**

**Customer Service Executive April 27, 2015 – present**

Aliyat LLC

Al Ghurair Group of Companies

Salahuddin Road, Dubai

ALIYAT is a Middle East distributor and service provider of high quality industrial machinery and consumables of reputable international brands. Product range includes automated CNC machining centers’, lathes, honing machines, honing abrasives, rotary tables, and tool holders, cutting tools as well as water-miscible coolants and oil-based lubricants used for metalworking purposes. ALIYAT also offers support services including commissioning, training, maintenance, spare parts storage and other services for its product line.

**Responsibilities**

* Receive calls from customers regarding queries and transfer to the intended department
* Work on Quotations, Invoices and Process Purchase Orders.
* Handle customer’s queries and problems.
* Maintain records for deliveries of Kennametal stock, handling the Kennametal stock
* Able to handle accounts for payments and perform all clerical and secretarial duties
* Maintain records and file data according to category.
* Communicate with management, staff, suppliers and customers to ensure a pleasant work environment.
* Demonstrated ability to provide administrative services to senior managers
* Provides assistance to the telesales department
* Encodes various documents such as letters, reports, reviews, administrative forms, statistical tables and forms.

**Data Entry Operator June 12, 2014 – April 18, 2015**

**Back Office FZ-LLC**

Dubai Outsource Zone

Back Office is the leading Business Process Outsourcing (BPO) company in the United Arab Emirates. Established in 2004, the company’s services are based on five core platforms: Records Management and Scanning Services, Call Center Services, Secured Printing Services, Value Added Distribution and Banking Solutions

**Job Description :**

* Provide support for routine data and system uploads, downloads and data

backup routines.

* Respond to support requests from clients for corrections and some additional data entry requirements.
* Answers phone call for clients, queries and clarifications.
* Validates and analyze the data for encoding the specific document classification.

Projects:

 Emirates Islamic Bank

 DAMAC

Noor Islamic Bank

Al Tayer Group of Companies

 Emirates National Bank of Dubai

 Ajman Bank

**Team Lead** **March 27, 2008 – January 25, 2014**

**Affiliated Computer Services (ACS) of the Phils. Inc.**

**A Xerox Company**

6th Flr. Skyrise 1 Bldg. Asiatown, IT Park

Lahug, Cebu City

Affiliated Computer Services of the Philippines Inc., A Xerox Company is a data processing service provider to financial services, communications, education, government, healthcare, insurance, manufacturing, retail, and travel and transportation industries, ITO/BPO outsourcing.

**Job Description :**

* Serves as subject matter expert for internal users.
* First point of contact for account team’s questions.
* Understands benefit set-up, system processes, related to and operational impact on clients.
* May interpret client’s requirements.
* Troubleshoots general benefit set-up and claims processing questions/issues.
* Supports new client installations and client renewals.
* Provides administrative support to the team and / or operations.

**Data Entry Team Assistant**  **June 13, 2001 - March 26, 2008**

**Quality Assurance Department**

Innodata XML Content Factory Inc. (now **Innodata Knowledge Services Inc.)**

HVG Arcade, Subangdaku, Mandaue City

**Innodata Knowledge Services Inc. (Philippines)** is a content services provider of choice for the largest, most well-known publishers in the world, including West Publishing (now Thomson West), Grolier (now Scholastic) and Reed Elsevier. Provides editorial, production and technology services to the world's leading media, publishing and information services companies.

|  |
| --- |
|  **Job Description :** * Ensures the smooth operations of his/her assigned group.
* Performs posting and verification steps in accordance with documented procedures and work instruction.
* Responsible for the accuracy and timeliness of finished reports.
* Makes the necessary shift turnover of unfinished work or assignment to counterpart.
* Brings to the attention of the QATM all concerns that may affect the performance of the group. Checks attendance of all QA personnel.
* Collates data pertaining to in-house pre-transmission daily audit load and updates WIP and audit status reports accordingly.
* Monitors deficiencies of staff pertaining to procedural compliance.
* Ensures timely release of report based on calculated shift capacity and TAT for each audit stage.
 |
|  |
|  |