Fideliz

# Objectıve: To secure a position in a dynamic organization that will enable me to effectively utilize my work experience, skills and knowledge to it’s full extent, and at the same time allow me to make a positive contribution to the company.

**Qualifications Summary:**

* **Experienced in UAE retail industry with specialization in Procurement, Merchandise Planning and Inventory Management**
* **Solid Human Resource background with emphasis on compliance in HR policies.**
* **Strong Customer Service skills**

**Work Experiences:**

**Position Company Date**

**1. Procurement Coordinator CHIC SHOES – Dubai UAE Apr 2013 to Mar 2016**

* Prepares sales analysis for inventory planning to forecast seasonal product mix and maintaining proper stock level in the shops.
* Identifies trends and patterns in sales such as bestsellers and slow movers to determine reorders and improve sales.
* Consolidates and allocates the right stock to the appropriate shop to ensure maximum sales.
* Ensures accuracy in stock data processing.
* Responsible for pricing of products.
* Serves as the point of contact of international suppliers.
* Communicates and coordinates with freight forwarders and suppliers and monitors shipment from PO submission to receipt of the products.
* Supervises the delivery schedule to the warehouse and distribution to the shops.
* Provides back-office sales support to showroom employees.

**2. HR Officer Bacolod Chicken Inasal- Phils Jan 2013 to Mar 2013**

* Determined staffing requirements in all 20 restaurant branches then screens applicants and schedules them for interview.
* Conducted preliminary interviews.
* Handled the pre-employment process of New Hires and onboarding/ deployment of the staffs.
* Managed employee data including updating the computer files and inventory of 201 files.
* Handled employee separation and final pay of employees.
* Prepared contracts and Certificate of Employment.
* Reviewed, processed, and issued disciplinary documents to check compliance with labor laws and company rules.
* Addressed all employee concerns pertaining to HR.
* Devised policies and processes in all areas of HR.

2.  **Lead - HR Business Controls**  **IBM Global Process Services-Phils Sep 2010 - May 2012**

* Performed compliance testing to ensure audit readiness of all Human Resources verticals (Compensation and Benefits, Performance Management, Payroll, Central Separation, Employee Relations/Labor Relations, HR Data Management) including Recruitment.
* Identified defects, assessed risks and assisted with Root Cause Analysis as required and ensured corrective and preventive actions were carried out to address issues raised.
* Assessed accuracy and completeness of test plans and key controls.
* Partnered and provided guidance and education to process/policy owners for continuous improvement of their key processes and risk mitigation.
* Conducted proactive walkthrough process reviews, gave expert advice, identified problem areas, and offered recommendations.
* Served as the compliance resource for Human Resources and Recruitment, thus, highly knowledgeable in the end to end process of Recruitment and Human Resources and its linkages.

3. **Sr. Customer Care Specialist IBM Global Process Services-Phils Apr 2007-Sep 2010**

* Respond to general site queries by members of an online auction company in Australia.
* Handled and evaluated member to member disputes reported and provided timely resolution to the problem.
* Investigated reported site violations and took action on the erring account.
* Regularly called members to verify their data and prevent fraud.
* Conducted training for new employees and served as a Subject Matter Expert of the Related Accounts and Investigations department.
* Coordinated with internal departments and/or the client to address specific or unique issues.

4. **Cost Control Assistant**  **Asia Finest Cuisine** **Jun 2006 - Feb 2007**

* Performed recipe costing and menu planning for functions.
* Calculated and updated costs of recipes.
* Updated and maintained recipes in the database.
* Conducted month-end inventories for food, beverage and supplies.
* Prepared month-end inventory reports and variance analysis.

5. **Cost Control Staff Chateau 1771 Group of Restaurants** **Mar 2005 - Nov 2005**

* Reviewed orders from the kitchen to determine if product types and quantities required met the demand.
* Prepared Purchase Orders and placed orders for the items required.
* Received and recorded items delivered by suppliers.
* Maintained and tracked items in the stockroom.
* Conducted daily food and beverage inventory.
* Calculated costs and updated recipes in the database.
* Performed month-end food and beverage inventory and prepared corresponding reports.

**Education:**

**College:**

##### Institution Name: University of the Philippines-Diliman

Location: **Diliman, Quezon City, Philippines**

Field of Study: **Bachelor of Science in Hotel, Restaurant and Institution Management**

Institution start date: **(June 2001-March 2005)**

Graduation: **(April 2005)**

Field of Study: Bachelor of Science in Social Work

Institution start date: **(June 1999-March 2001)**

**Hıgh School:**

##### Institution Name: Marian College

Location: **Ipil, Zamboanga Sibugay, Philippines**

Graduation: **(April 1999)**

**Trainings:**

1. **Advanced Excel Training** Labros – Dubai, UAE May 2015

1. **Conducting Interviews,** BusinessCoach Inc. March 9, 2013

**Recruitment and Selection Process**

2. **Advanced Excel** IBM GPS 2011

3. **Time Management** IBM GPS 2011

4. **Adapting to Change** IBM GPS 2011

5. **On-the-Job Training** (488 hrs) Shangri-la Hotel Makati Aug – Nov 2004

(Cost Control and Purchasing)

**Skills:**

* Effective communicator both written and oral.
* Excellent analytical and problem-solving skills.
* Strongly customer service oriented and has keen attention to detail.
* Ability to handle multiple tasks and meet deadlines.
* Adept in Office applications like Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Outlook, F&B Fidelio, Lotus Notes, basic Peoplesoft, and ERP Orion.
* Internet proficient.

**Job Seeker First Name / CV No: 1715220**

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