JOY ANN

Address: BUR DUBAI, DUBAI







CAREER OBJECTIVE:

To achieve job excellence, pursuing to learn more and grow. Willing to be trained and eager to apply experiences to contribute to a better performance of the team.

WORK EXPERIENCE(s):

Dubai, UAE

Receptionist/PA to the CEO

January 2016 – May 2016

Duties and Responsibilities:

Answersthe main phone lineandhandlecaller’sinquirieswheneverpossible

 Re-directs calls as appropriate and take adequate messages when required

* Welcomes visitors by greeting them, in person or on the telephone.
* Respond to public inquiries
* Directs visitors by maintaining employee and department directories

Deals with incoming and outgoing posts/courier documents

Keepsa log of incoming and outgoing posts/courier documents.

 Deals with Client Services Inbox; ensures emails are forwarded to appropriate

department

Keepsan adequate inventory of office and kitchen supplies

Ensures that the reception area is in order

Manages the reservations of the board and meeting rooms

Assists the CEO and other staff as requested

 Responsible for addition/cancellations of health insurance when new staff

joins/leaves the company

Maintains a current and accurate filing system

Handles petty cash for additional office expenses

Performs other related duties as required

EZ Phone, Inc.

Pasig City, Philippines

Position: English Instructor (Online)

July 2012 – December 15, 2015

Duties and Responsibilities:

Doing the level tests to encourage students to enroll and assess their English levels;

suggest information about the program on how to improve their English skills.

Educate Korean students on proper usage of English language along with the

Interviewprocess and questionnaires to enhance their career development.

Closely monitor their language comprehension and usage progress.

Use alternative teaching strategies to help students progress and learn more

effectively.

Generate or adapt learning articles for the student.

Assign English educational homework prior to class session in order for them to

practice and apply the lessons in everyday conversation.

Attend teachers meetings and trainings to enhance teaching skills and to discuss

about program trend analysis; contributes to team effort by accomplishing related

results as needed.

Manage the delivery of training and development program and, in more senior role,

devise a training strategy for the organization; monitor, review and evaluate the

progress of trainees through questionnaires, sample classes and discussions with

the manager; keeping up to date with

developments in training by reading relevant journals.

Resolves service problems by clarifying the client's complaint; determining the cause

of the problem; selecting and explaining the best long term action plan to rectify the

problem; expediting correction or adjustment; following up to ensure resolution.

Perform English proficiency lessons using Pickup Study in which able to provide the

following:

Track student class schedule

Knowledge articles

Student performance rating

Class session recording

Student profile

Instant message channel

West Contacts Services.

Makati City, Philippines

Position: Listener Care Representative

January 2012 – June 2012

Duties and Responsibilities:

Answers customer inquiries/communications as required.

Maintains detailed call activity reports and input them to on the customer’s account

informationfor updating.

Attends regular customer service departmental meetings.

**Payments and Billing** - accept payment by debit or credit card, offer self-serve

payment solutions, and explain charges on the customer’s bill.

**Product features** - assist customers with radio orders, change programming

packages, equipment upgrades, and general questions.

**Technical Support** - troubleshoot a variety of technical issues, from signal loss to

radioservice activation.

**Sales** - use a consultative approach to educate and offer existing customers

additional products and services to enhance their listening experience

Provides back-up support to other group members in the performance of job duties and

required.

Supports/participates in the organization’s Continuous Improvement Program.

Performs other related duties as assigned by management.

IVOLINE Inc.

Mandaluyong City, Philippines

Position: English Instructor Associate

March 2006 – November 2011

Duties and Responsibilities:

Educate Korean students on proper usage of English language along with the

Interviewprocess and questionnaires to enhance their career development.

Closely monitor their language comprehension and usage progress.

Use alternative teaching strategies to help students progress and learn more

effectively.

Generate or adapt learning articles for the student.

Assign English educational homework before the class session for them topractice

andbe able apply the lessons in their everyday conversation.

Participate one teachers meetings and trainings to enhance teaching skills and

contributes to team effort by accomplishing related results as needed.

Resolves service problems by clarifying the client's complaint; determining the cause

of the problem; selecting and explaining the best long term action plan to rectify the

problem; expediting correction or adjustment; following up to ensure resolution.

Perform English proficiency lessons using the IVOLINE teaching resources which

provide the following:

Monitor student class schedule

Knowledge articles

Student performance rating

Class session recording

Student profile

**SKILLS**:

 Literate Microsoft Office Suite User

 Internet Application (Email and Internet usage)

 Basic PC trouble shooting

 English Proficiency

 Customer Service

**KEY QUALIFICATIONS**:

 Motivated, driven and focused on achieving in a fast paced environment.

 Have a competitive attitude and can thrive under pressure.

 Well-organized, eager to learn and pro-active.

Fast learner, hardworking, creative, flexible and efficient work habit.

An efficient, organized, and approachable person; willing to help and work with the team.

**PERSONAL INFORMATION**:

Birth Date :4 June 1984

Birth Place :Batangas, Philippines

Nationality : Filipino

Gender : Female

Civil Status : Single

Validity :17 February 2020

Language : English, Tagalog

Visa : Employment

JOY ANN

CV No: 1731954

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

