**ROBERT BENJAMIN M. CANLAS**

**Objective:** To obtain a position using my strong personality, knowledge and skills where my experience and education can be utilized and expanded.

**SKILLS**

* Experience with Microsoft Office – Word & Excel
* Excellent communication skills with a focus on customer service
* Ability to work to deadlines and works fast with minimal mistakes
* Hardworking, can work under pressure and willing to work overtime
* Flexible, quick learner who adapts easily to new situation and enjoys challenge
* Able to communicate proficiently in English language both in oral and written

**WORK EXPERIENCE**

**SECRETARY / RECEPTIONIST / DOCUMENT CONTROLLER**

**UNIVERSITIES** & **INSTITUTES ENTRANCE SERVICES**

ABU DHABI, UNITED ARAB EMIRATES

JUNE 09, 2014 – FEBRUARY 07, 2016

**JOB DESCRIPTION:**

* Answer, screen and forward any incoming phone calls while providing basic information when needed
* Receive and sort daily mail / deliveries / couriers
* Update appointment calendars and schedule meetings / appointments
* Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.
* File and update contact information of employees, customers, suppliers and external partners
* Develop and maintain filing system
* Document expenses and hand in reports
* Undertake occasional receptionist duties
* Maintaining a tracking facility to enable documents to be updated easily
* Checking despatch documents are accurate
* Responsible for maintaining hard copy information
* Issuing and distributing controlled copies of information
* Presentation and filing of documents and drawings

**ADMINISTRATIVE ASSISTANT**

**S&R Membership Shopping**

PHILIPPINES

NOVEMBER 2012 – MARCH 2014

**JOB DESCRIPTION:**

* Answer and direct phone calls
* Organize and schedule meetings and appointments
* Maintain contact list
* Performs administrative and office support activities for multiple supervisors
* Produce and distribute correspondence memos, letters, faxes and forms
* Assist in preparation of regularly schedule reports
* Order office supplies
* Book travel arrangements
* Submit and reconcile expense reports
* Provide general support to visitors
* Making copies of the documents, as assigned by the managers and according to the needs
* Sending faxes in matters related to the works
* Works of daily errands that include handling communications with post office, bank, etc.
* Keeping the list of employee communication and contacts updated
* Tidy and maintain the reception area
* Perform other duties that may be assigned by the superior

**CALL CENTER AGENT**

**IQOR I & IQOR II**

PHILIPPINES

SEPTEMBER 2010 – SEPTEMBER 2012

* Responded 70-100 inbound-outbound calls per day in high call volume environment.
* Processed credit card and electronic check payments utilizing company database and software.
* Processed credit card payments for orders and managed accounts receivables.
* Maintained expectations regarding call quality and resolution time.
* Maintained a polite and professional telephone manner.
* Responded to and handled costumer complains and inquiries in a timely manner.
* Inform customers of daily account balance.
* Analyzed reports on improvements to bring effectiveness to the department.
* Maintained relationships of both internal and external clients.
* Notified customers when service was completed and accepted payments.
* Multi-tasked system while providing service and resolving costumers issues, upgrades and etc.
* Submitted request to the proper department to prevent re-occurring issues and recommend improvements in the process and procedure.
* Educated clients on the program as well as navigation of the website.
* Carried out request and delegated work to customer service agents.
* Maintained attendance expectations.

**AIRCRAFT ASSEMBLY TECHNICIAN**

**IRENE DORNIER AIRCRAFT, INC.**

PHILIPPINES

MAY 2008 – JUNE 2010

**JOB DESCRIPTION:**

* Performs a variety of tasks ranging from repetitive to non-repetitive production assembly operations on electronic and/or mechanical assemblies and subassemblies such as modules, boards, panels, drawers, frames, and cables.
* Carbon fiber/ fiber glass lamination of various aircraft structural parts.
* Works from diagrams and drawings, makes initial layouts, and uses hand and/or power tools, jigs, and saws.
* Makes continuity checks on work in process and completed.
* Conducts quality inspections on processing line in accordance with quality specifications.
* Disassembles, modify, rework, reassemble, and test experimental or prototype assemblies and subassemblies according to specifications and under simulated conditions
* Follows approved assembly procedures for component or aircraft structures, consulting internal procedures that have been FAA approved, original equipment manufacturers (OEM’s) technical data, and work package instructions.

**EDUCATIONAL ATTAINMENT**

**Hotel and Restaurant Services**

Asian Institute of Computer Studies

Philippines

June 2010 – March 2011

**Aircraft Maintenance Technology**

Philippine State College of Aeronautics, Basa Airbase

Philippines

June 2005 – April 2008

**PERSONAL INFORMATION**

**Date of Birth** : March 06, 1989

**Birth Place** : Philippines

**Religion** : Roman Catholic

**Civil Status** : Single

**Citizenship** : Filipino

**TRAINING EXPERIENCE**

**Hotel Tour and Seminar**

Global Access Travel and Tours

Hotel Euro Asia, Angeles City, Philippines

September 24, 2010

**On the Job Training**

**Maintenance Department**

Irene Dornier Aircraft, Inc. Hangar 7224

Diosdado Macapagal Airport

Pampanga Philippines

May 2009 – August 2009

**Korean-Language Proficiency**

First Alliance Academic Institute

Metro Manila, Philippines

January 9, 2013 – January 19, 2013

**Job Seeker First Name / CV No: 1798824**

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

