**Cherry Ann C. Tadena**

***SUMMARY OF QUALIFICATION***

Top-performing Administrative professional cum Executive Assistant with 7-year track record in customer service, record keeping and general office management. Well-versed in oral and written communication, multitasking and perseverance to task completion. Proficient in executive support; taking minutes, handling appointments and messages and writing correspondence. Hands on knowledge in Financial services. Strong background in MS Word, Excel, PowerPoint and Outlook. Completed a **Lean Six Sigma Yellow Belt Training**.

***EXPERIENCE HIGHLIGHTS***

**| Singapore**

Asian Resources has developed strong foundation in Security Needs of Industries. Expertise in Control Access System & Customized Solution has made its products stand out in Security Areas. The company has specialised in all aspects of security & surveillance to corporate clients worldwide.

* ***Business Development Executive***

*January 2016 to July 22, 2016*

* Manage all aspects of the sales and account management process.
* Manage the Managing Director’s correspondence, Calendar and appointments.
* Handles Accounts Receivable, Invoicing and Contract Reviewing
* Assist in liaising with project team and attend to project related concerns
* Act as the Managing Director’s Executive
* Identify and develop new avenues of business
* Manage and maintain good relationship with both new and existing customers.
* Perform business development opening up new accounts.
* Contact potential clients to understand and qualify their requirements and budgets.
* Generates sales revenue and business development through market research networking and business requisitions.
* Develop and implement process to improvement.
* Liaise with associate partners/trainers to provide proposals and services to corporate clients.
* Responsible for the development, execution and delivery of solution- focused presentations and proposals for clients.
* Prepare and maintain records for sales leads, their progress status and forecasts of sales closures.
* On-site meeting with the clients for business purposes.
* Generate sales forecast.

**Reason for leaving:** I've decided that is not the direction I want to go in my career and my previous employer has no opportunities in the direction I'd like to head.

**Australia and New Zealand Banking Group Limited | Makati, Philippines | 4.5 years**

The Australia and New Zealand Banking Group Limited, commonly called ANZ, is the fourth largest bank by market capitalisation in Australia, after the Commonwealth Bank, Westpac Banking Corporation and National Australia Bank.Australian operations make up the largest part of ANZ's business, with commercial and retail banking dominating. ANZ is also the largest bank in New Zealand, where the legal entity became known as ANZ National Bank Limited in 2003 and changed to ANZ Bank New Zealand Limited in 2012.

* ***Senior Administration Officer/* Executive Assistant to the Chief Operating Officer**

*July 2013 to December 2015*

* Invoice Submission – Work closely with the vendors and finance department to ensure timely and accurate payment.
* Budgeting – assist in the preparation of budget report such as monthly consumption and accrual report (retrieving and compiling accurate data timely)
* Prepares procurement summary reports and supporting documents such as accreditation, signed purchase order and contract.
* Assist in vendor selection and selection process. Preparing the logistics for the Town Hall of our Leadership Team.
* Project coordination – Preparation of project timetable, resource timesheet.
* Provides support on maintenance and supply of office equipment and supplies.
* Provides logistical and administrative support for events and marketing activities.
* Trains and supports other staff in administrative procedures.
* Provides support for strategic planning activities.
* Provide assistance in arranging mobile phone sign-ups and various ad-hoc value added mobile services for colleagues as and when required.
* Manage the Chief Operating Officer’s calendar and appointments
* Assist in preparation of presentation/ report materials.
* Manage the appointments/travel itineraries and schedule of the Management team, including booking of meeting rooms, teleconferencing, video-conferencing facilities and refreshments.
* Create meeting agenda, attend meetings and generate minutes of meeting.
* Compilation of Management reports, prepare presentation slide, arrangement and co-ordination of management meetings.
* Handle expense claims and liquidation.
* Handles confidential documents for review and sign-off.
* Assist to facilitate and organize Company events, when required.
* **Administration and Transport Desk Officer**

 *July 2011 to June 2013*

* Attending to phone calls and directing them to the correct personnel/ take messages.
* Handle incoming and outgoing documents; courier and deliver documents by hand when required.
* Coordinate visitor arrivals, departures, work station and accommodation.
* Maintains front desk visitors register.
* Collaborating with security personnel on control of access and adhering to security procedures.
* Manages daily transport arrangement for the Executives and company’s visitors.
* Payment processing of invoices for the car rentals and driver’s salary to be submitted in Finance for payment processing.

**Accomplishments**

* Successful implementation of Company Mobile issued Phone Policy
* Successful implementation of Office Supplies Inventory and Cost Management Project.
* Successful implementation of Paper and Pen Cost Savings Project.
* Successful completion of **Lean Six Sigma Yellow Belt Training**.

**Awards & Recognition**

* **Lean Six Sigma– Yellow Belt**, awarded by the Managing Director of ANZ Manila Hub.
* **Take Charge and Excel Award**, given by the Chief Operating Officer.

**Reason for leaving:** I achieved everything professionally that was available at my last employer and feel that in order to keep improving myself both personally and professionally, that it was time to move onto a new company with more room for growth.

**JP Morgan Chase Bank, N.A | Taguig, Philippines | 1.11 years**

JPMorgan Chase & Co. is an American multinational banking and financial services holding company headquartered in New York City. It is the largest bank in the United States, and the world's sixth largest bank by total assets, with total assets of US$2.6 trillion. Moreover, it is the sixth largest public company in the world according to the Forbes Global 2000. It is a major provider of financial services, and according to Forbes magazine is the world's sixth largest public company based on a composite ranking. The hedge fund unit of JPMorgan Chase is the second largest hedge fund in the United States.

* **Customer Care Professional (Retail Financial Services)**

*October 2008-September 2010*

* Attends to routine replies and correspondence, telephone enquiries and customer complaints.
* Analyze and prepare transactions relating to credit amendments.
* Manage escalations and feedback.
* Answers tax and audit inquiries.
* Process payments and reversal of charges over the phone.
* Delivers professional and expert concierge services to customers.
* Communicate responses in a clear, professional, timely and concise manner.
* Process Pay off Quotation over the phone.

**Awards & Recognition**

* Mortgage Consultant of the Month, given by the Customer Care Operations Manager.

**Reason for leaving**: I am interested in pursuing other possibilities within my chosen career field.

**SPI Global | Makati, Philippines | 1.6 years**

SPi Global is the Philippines' business process outsourcing provider, with 30 offices and facilities around the world, including the USA, the Netherlands, the Philippines, India, Vietnam, and Australia. It has over 18,000 employees, delivering a wide range of solutions in Customer Relationship Management, Content, and Healthcare.

* **Customer Service Representative**

*July 2006- December 2007*

* Attend to customer’s enquiries, orders and requests via phone calls
* Manage and undertake sales orders and invoices processing.
* Maintain and update customer and product database.
* Arrange dispatch of products and/or product information to clients.
* Handle invoices, enquiries and complaint.
* Troubleshoot basic technical issue
* Ensures customers satisfaction through timely and accurate information.

**Reason for leaving:** I was offered a position with another company and accepted.

**Vision for Life Philippines | Pasig City, Philippines | 2 years**

* **Administrative Assistant**

*June 2004- June 2006*

* Facilities – Liaise with various vendors to maintain and tock daily supplies for corporate office needs and equipment.
* Perform general clerical duties, such as filing, photocopying, faxing, and postal services.
* Provide general admin support, such as maintaining both hard- copy and electronic filing systems, processing data, and coordinating maintenance works of office equipment’s.
* Provide assistance in arranging mobile phone sign-ups and various ad-hoc value added mobile services for colleagues as and when required.
* Manage meeting room reservations and support setup of amenities.
* In charge of ordering and managing of stationery supplies, consumables and inventory.

**Reason for leaving**: Interested in other possibilities in my career field, better suited to my skills and long-term career goals.

***EDUCATION***

**AMA COMPUTER COLLEGE**

June *1999 –March 2004*

***Bachelor of Science in Computer Science***

Sta. Cruz, Laguna, Philippines

***SEMINARS/ TRAINING ATTENDED***

* Business of Banking – February 13, 2013
* AML/CTF & Sanctions – January 10, 2013
* Living the Code – August 29, 2012
* Preventing Fraud & Corruption – July 7, 2011
* My Operational Risk & Compliance – July 6, 2011
* Understanding Risk in Our World – July 5, 2011
* Transforming for Peak Performance – May 17&18, 2004
* Lean Six Sigma – December 2013
* Fundamentals of Financial Services – July 2015

***PERSONAL DETAILS****:*

*Nationality: Filipino*

*Height: 5’1*

*Weight: 110lbs*

*Date of Birth: 17th February 1983*

**Job Seeker First Name / CV No: 1801998**

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

 