

**HAYDEE**

**Haydee.304101@2freemail.com**

Competency Summary

***Experiences:***

* Customer Service
* Documentation Clerk

***Skills:***

Handles details, coordinates tasks, punctual, manages projects effectively, meets deadlines, sets goals, plans and arranges activities, multi-tasks, delegates responsibility, works well with others, sensitive, supportive, motivates others, cooperates, understands feelings, self-confident, accepts responsibility

Career History

TRANS ACT SHIPPING LLC April 2015 to May 2016

*#13 UM ROMOOL ST RASHIDIYA DUBAI UAE*

 Customs Clearance Clerk / Customer Service

* *Efficient and courteous handling of telephone calls, provide necessary information /guidance to the caller and transfer the calls to the relevant personnel in the office*.
* *Ensure that cleanliness and hygiene is maintained in the reception area*
* *Manage walk-in customers and handle their inquiries.*
* *Resolves the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution*
* *Maintains customer records by updating account information*
* *Ensure that all the documents and files have in the specific place, no errors will be there and complete checked before submission.*
* *Filing, scanning and photo copying of documents*.
* *Experience in Customs Documentation Procedure*
* *Passing Bill of Entry*
* *Efficient handling of Mirsal 2 declaration for Import and Export shipments*
* *Booking inspection by online Dubai Trade Portal, if the documents is under inspection*
* *Passing FIRS for reefer container which be needed in pull-outing of goods in the Dubai Municipality*
* *Drafting Bill of Lading and Delivery Order*
* *Review and identify the customs documentation requirements*
* *Review and process the different type of customs forms required for re-export and stamping procedures*
* *Paying DP World Payment, Making Gate Pass*
* *Calling Shipping Line asking for import and export rate*
* *Inquiry for the Bill of Lading amount to the Shipping Line*
* *Handling Customs submission*
* *Ensure that all the documents and files have in the specific place, no errors will be there and complete checked before submission.*

AL AREESH CARGO CLEARING AND GLT April 2012 to March 2015

*Sheik Zayed Road Al Moosa Tower 2, Dubai, UAE*

Customs Clearance Clerk / Customer Service

* *Reporting and updating regarding shipment arrival*
* *Efficient handling of Mirsal 2 declaration for Import and Export shipments*
* *Review and identify the customs documentation requirements*
* *Review and process the different type of customs forms required for re-export and stamping procedures*
* *Passing all types of Bill of Entries*
* *Paying DP World Payment, Making Gate Pass*
* *Making New and Renewal of Importer Code and Custom Card*
* *Issuing and making invoice and receipt to the customer*
* *Calling Shipping asking for export rate*
* *Making and Issuing Invoice and Receipt for Customer*
* *Answers telephone call*
* *Compile Documents for Submission to Customs*
* *Calling Shipping Line regarding DO amount and Rate for Export shipment*
* *Sending Quotation for customer regarding Clearing and Transportation*
* *Doing Marketing and Sales Work ( e.g. calling company, sending e-mail)*
* *Replying e-mail for customer enquiry*

ABS-CBN BAYAN FOUNDATION INC. June 2005 to January 2012

*Quezon City Philippines*

 Finance Officer

* *Answer, screen and transfer inbound phone calls*
* *Receive and direct visitors and clients*
* *General clerical duties including photocopying, fax and mailing*
* *Maintain electronic and hard copy filing system*
* *Retrieve documents from filing system*
* *Handle requests for information and data*
* *Resolve administrative problems and inquiries*
* *Prepare written responses to routine enquiries*
* *Prepare and modify documents including correspondence, reports, drafts, memos and emails*
* *Open, sort and distribute incoming correspondence*
* *Coordinate and maintain records for staff, telephones, parking and petty cash*
* *Coordinates to the FTA (Field Credit Assistant) regarding schedule of loan releases.*
* *Prepared reports and documents*
* *Do basic booking and complete banking transaction*
* *Preparing loan folder for new and re- loan client*
* *Collect count and disburse money*
* *Handling petty cash*
* *Preparing FS, Cash Flow Balance Sheet for client*
* *Attending walk-in clients and answer query*
* *Prepare and manage correspondence, reports and documents*

**EDUCATIONAL BACKGROUND:**

COLLEGE UNITED SCHOOL OF SCIENCE AND TECHNOLOGY

 Tarlac Tarlac Philippines

 Year Graduated 1997

Course General Radio Communication Operator

COLLEGE TARLAC STATE UNIVERSITY (TSU)

 Tarlac, Tarlac Philippines

 Undergrad (1998-1999)

Course Bachelor of Science in Accountancy

**PERSONAL INFORMATIONS:**

Nationality : Filipino

Civil Status : Single

Height : 5’2

Visa Status : Residence Visa (Employment) / Can Join Immediately

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

 **HAYDEE**

 *Applicant*