**Ann Margaret B. Dela Cruz**

**PERSONAL SUMMARY**

A competent, organized and multi-skilled professional with a good all-around HR and Administrative advisory skills, who is able to work as part of a team and manage several priorities at any time. Very capable with an ability to deal with all the recruitment, resourcing needs, and administrative works of an organization. Experienced in providing timely and up to date HR advice to both managers and employees whilst at the same time making sure both the employee and employers interests are best represented. Extensive knowledge of working practices, recruitment, pay, conditions of employment and diversity issues. Now seeking a suitable human resources or administrative position with a friendly and exciting company who can reflect their values of excellence & quality.

**WORK HISTORY:**

**Assistant HR Manager/ Quality Control**

June 2014- February 2016

Maybury Fresh Food Store LLC

P.O. Box 32008, Dubai World Central Head Quarters, Dubai, UAE

* Provides payroll information by collecting time and attendance records
* Submits employee data reports by assembling, preparing, and analyzing data.
* Maintains employee information by entering and updating employment and status-change data.
* Deal with employee requests regarding human resources issues, rules, and regulations
* Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
* Check all the visa for renewal process and other documents need.
* Monthly completion of salary slip for all staff including vacation, leave and end of service.
* Register Imported Goods to Designated Municipality.
* Monitors, evaluates production and processing procedures.
* Liaise with the Human Resources Department and others as appropriate to develop an effective compliance training program, including appropriate introductory training for new employees as well as ongoing training for all employees and managers.
* In charge of implementation, training and techniques to achieve quality.
* Ensure quality service and performance standards are being met.
* Implementation, documentation and maintenance of HACCP and its procedures in HACCP system.
* Formulate, document and maintain quality control standards and on-going quality control objectives.
* Create document and implement inspection criteria and procedures.

**Affiliation Assistant**

April 2013 – February 2014

Sodexo Philippines Inc.

Makati City, Philippines

* Keep documents and update database
* Helping in conducting orientation and training new merchants on the standard operating procedures in acceptance, reimbursement of Sodexo vouchers and coordinate with merchants to ensure acceptance of the accredited voucher at all merchant branches.
* Helping affiliation officer to ensure merchant satisfaction in terms of smooth and prompt reimbursement.

**Customer Support Specialist**

July 2012 – August 2012 (CSS Trainee) September 2012 – March 2013

Gakken Philippines Inc.

San Juan Metro Manila, Philippines

* Accurately enter customer sales orders, quotes and return.
* Address basic technical support questions.
* Receive inbound calls and respond to call as appropriate.
* Perform administrative duties, report and special projects associated with customer support.
* Promptly resolve customer service issue to customer satisfaction and ensure monthly visits and sales to existing clients.
* Handle customer complaints and concern.

**Internship (On the Job Training)**

Administration and Finance Department

September 2011 – February 2012

First Associated Medical Distribution (FAMED) Company Inc.

Paranaque City, Philippines

* + Clerical duties: Check sales receipt, delivery receipt, and dispatch book of all drivers and delivery personnel.
  + Data Encoding
* Rendered 300 hours of internship to First Associated Medical Distribution Company Incorporated, a privately owned medical distribution company, established in June 1997 by a team of highly motivated and competent Enterprising professionals. Famed business core is built around the distribution of highly specialized cardiology and radiology devices and equipment from world leading medical technology companies.

**KEY COMPETENCIES AND SKILLS**

**Human Resources and Administration**

* Resolving typical and common hiring problems.
* Negotiating with candidates, employers and related third parties.
* Developing procedures, policies & standards for recruitments
* Writing up contracts, including terms and conditions.
* Tactfully resolving disputes between different parties.
* Handling all confidential information in a professional manner.
* Knowledge of specialist HR software and automated systems.
* Having in depth conversations with people over the phone & face to face.

**Professional**

* Working in fast paced, high transaction volume environment.
* Ability to organize & priorities workload within any setting.
* Knowledge of monitoring progress in an employee’s career.
* Completing all tasks in a timely, organized and professional manner.
* Ability to communicate effectively in English, both orally and in writing.
* Maintaining all HR and Administrative paperwork to ensure compliance with relevant legislation.
* Able to work on multiple projects simultaneously.

**Personal**

* Able to work closely with other professionals as part of a team.
* Strong influencing and communication skills.
* Ability to pick up new skills and knowledge quickly.
* Can function in a fast-paced environment.
* Comfortable with being the ‘go to’ person in a company.
* Thinking laterally to create options and solutions.
* Positive ‘can do’ attitude towards work

**Technical**

* Communication Skills in oral and written English.
* Computer Literate (MS Word, Excel, PowerPoint, Web Designing HTML)
* Knowledge in Auditing, Inventory, Event Organizing, Basic Accounting
* Knowledge in Feasibility study; Strategic Management Plan and Case study of a business.
* Knowledge in Microsoft Navision, CORE Pass System
* Knowledge in Café Bartending
* Knowledge in operating POS Machine

**ACADEMIC QUALIFICATION:**

**Bachelor's Degree of Business Administration Major in Operations Management**

Colegio de San Juan de Letran 2008 – 2012

Manila, Philippines

**Secondary Education**

**Holy Spirit Academy of Malolos** 2004–2008

Malolos City, Philippines

**CERTIFICATES AND TRAINING:**

* Completed IELTS High --- September 13 to 19, 2015
* Restaurant Secrets ---- July 24, 26, & 27, 2014
* Basic Food Hygiene Dubai Municipality --- June 17, 2014
* Level 3 Person In-Charge (PIC3) --- June1-8, 2014
* Exploring Countless Opportunities in the Mega world of e-commerce --- September 24, 2011
* Managing a Business, the Road I have to take ---- September 01, 2011
* Flexibilization of Labor Force: Boon or Bane? ---- August 23, 2011
* Get Smart Equipping One's self for the Corporate World a Power Personality --- July 21, 2011
* Sustainability of Corporate Social Responsibility in the Banking Industry --- July 7, 2011

**Job Seeker First Name / CV No: 1828866**

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