

**RUBYM**

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Visa Status: Residence Visa

Expected Salary: 5,000 above

# Professional Profile

➢ A Capable and Dynamic Professional combining a strong background in customer services with valuable experience in recruitment industry. Specializes in the management of customer relationships, adopting a confident and articulate approach to all liaisons. Thrives on own initiative, demonstrating the highest levels of motivation and organization required to achieve and exceed performance targets. Possesses excellent interpersonal and communication skills and the ability to organize and co-ordinate workloads within highly pressurized and challenging working environments.

# Job Objective

➢ To provide dedication and excellence in quality of work, motivation, flexibility and provides value in everything I do and consistently striving hard **to** exceed the company’s expectation and satisfaction.

# Employment History

**SECRETARY**

**GJB TRADING CO. LLC , DUBAI U.A.E.**

**February 1, 2015 – Present**

**Duties and Responsibilities :**

* Provides complete secretarial and administrative support to the Purchase Manager and Logistic Manager in company’s operation and management activities;
* Responsible in processing of Documents in Bureau Veritas Office;
* Filling up the PSI Form (Pre-Shipment Inspection) and Apply for inspection.
* Prepare and submit documents for CRF purpose
* Follow up for the issuance of Clean Report Finding (CRF).
* Establishing work procedures and schedules, and keep track of the daily work of clerical staff
* Responsible in communicating the supplier for the updates of shipment status.
* Responsible in Tracing and Tracking Shipping Documents and updating the Estimated Time

of Arrival (ETA) of the shipment to its destination.

* Responsible in updating shipment information in database
* Responsible in preparing documents in applying for Insurance for all shipments.
* Organize files both manually and electronically
* Handles incoming/outgoing communications and inquiries/concerns of clients, counterpart
* Responsible in Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals
* Locate and attach appropriate files to incoming correspondence requiring replies
* Make copies of correspondence and other printed material.
* Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
* Take dictation in shorthand or by machine, and transcribe information
* Conduct searches to find needed information, using such sources as the Internet.
* Learn to operate new office technologies as they are developed and implemented.
* Operate electronic mail systems and coordinate the flow of information both internally and with other organizations
* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
* Create and maintain contact with vendors and customers to ensure timely delivery of goods
* Facilitates the incoming/outgoing emailed/faxed documents,
* Perform duties as maybe address/attend from time to time.

**OFFICE CLERK**

**FUTURE LABOUR SUPPLY SERVICES , DUBAI , U.A.E**

**July 2010 September 2014**

**Duties and Responsibilities :**

* Handles incoming/outgoing communications and inquiries/concerns of clients, counterpart agencies in the Philippines, overseas household workers and government agencies between Philippines / Kenya and UAE;
* Assists walk-in/face to face and over the phone consultations on their clients’/workers’ requests and demands;
* Provides complete secretarial and administrative support to the General Manager and Customer Service Managers in company’s operation and management activities; Prepares business correspondence and job orders to all related accredited recruitment agencies in the Philippines;
* Manages the filing of highly confidential documents such as contracts, visas, official receipts and invoices;
* Facilitates the incoming/outgoing emailed/faxed documents, released visas and signed contracts;
* Provides assistance to confirmed clients on procedures of acquiring employment visa and to confirmed overseas workers in signing the contract/salary book and personal belonging safekeeping upon arrival;
* Responsible for the preparation of overseas employment contracts and account remittances; marketing and promotion regarding company’s services;
* Conducts interview for prospect overseas worker and gives briefing upon arrival and prior to endorsement to their respective employer; follow-up the documents/status of proposed overseas workers and employers;
* Helps promote/develop strategies in managing difficult complex situations;
* Attends meeting, conference, seminar and business discussions on behalf of the company; • Perform duties as maybe address/attend from time to time.

**OFFICE BRANCH MANAGER**

**AL-ALAMIA INT’L MANPOWER SERVICES , PHILIPPINES**

**MARCH 2007 TO JUNE 2010**

**Duties and Responsibilities :**

* Taking full responsibility for the successful running and growth of the company through effective control mechanisms, processes and timely execution;
* Directly supervising the office staff and liaison officer of the company and ensuring that the company will continue to grow in service & profitability; ensuring continued company success through effective and efficient management of all aspects of the recruitment business.
* Delivering on monthly revenue targets and innovative recruitment solutions;
* Ensuring operational efficiencies are streamlined and optimized - Delivering highest standard in customer service;
* Expanding and developing International relationships for continued growth and success in overseas markets;
* Enhancing client relationships and strategic development of the recruitment business locally &

internationally;

* Formulating activity schedules and conduct an interview for prospect overseas worker in every

municipality

* Management of operational issues and metrics and weekly sales/placements;
* Responsible for training employees, to include organizing, prioritizing, and scheduling work assignments;
* Maintaining continued Diplomatic relationship with respective countries of overseas workers;

**SECRETARY**

**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION, PHILIPPINES January 2001 – November 2006**

**Duties and Responsibilities :**

* Provides complete secretarial and administrative support to the Officer in Charge and the Overseas Filipino Worker Clients.
* Assisting in Issuing Overseas Employment Certificate to the OFW
* Handles incoming/outgoing communications and inquiries/concerns of clients• Facilitates the incoming/outgoing emailed/faxed documents,.
* Responsible in book keeping
* Responsible in Liquidation and Replenishment of Petty cash
* Assisting in Inspection and Issuing of New License for the New Recruitment Agency if officer in Charge is not available
* Attends meeting, conference, seminar and business discussions on behalf of the company;

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| **Educational Attainment**  **Course:** Bachelor of Science in Sanitary and Public Health Engineering  **College:** Western Mindanao State University, Zamboanga City , Philippines  **Secondary:** Immaculate Conception Archdiocesan School, Zamboanga City,  Philippines  **Primary:** Immaculate Conception Elementary School, Zamboanga City ,  Philippines |

# Skills and Interests

* Proficiency in Microsoft office applications (Word, Excel and Powerpoint)
* Excellent in verbal and written communication skills
* Knowledgeable in Basic Accounting
* Striving for continued excellence

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| **Personal Data**  **Age:** 35  **Gender:**  Female  **Birth Date:** 22 June 1979  **Civil Status:** Single  **Religion:**  Roman Catholic |

**Language Spoken:** English , Filipino and Spanish

**Availability:** Immediately