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| **KARLA** [**KARLA.328752@2freemail.com**](mailto:KARLA.328752@2freemail.com) |

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| C:\Users\weng\Downloads\1780775_339686352896812_2655591895669362472_n.jpg  **ADDRESS**  Abu Dhabi  United Arab Emirates **COMPETENCIES**  * Highly efficient, dedicated and industrious professional with strong interpersonal, training and communication skill. * Excellent customer service skills * Good in multi task and work under pressure * Management, training and motivational skills * Fast learner and can work with minimal supervision * Excellent in Microsoft office application   **LANGUAGES KNOWN**  English & Tagalog  **PERSONAL DATA**  Age : 23  Gender : Female  Nationality : Filipino Civil Status :Single | CAREER OBJECTIVE   To secure a position with a stable and profitable organization, where I can be a member of a team and utilize my knowledge, skills and experience to the fullest and contribute to the overall wellness of the company.  WORK EXPERIENCE  **Accountant Cum Secretary**  **ADmission Advertising and Publishing**  **Electra Street Abu Dhabi, UAE**  **June 2015-May 2016**  **Duties and Responsibilities:**   * Administer and monitor the financial system in order to ensure that the finances are maintained in an accurate and timely manner * Ensures that different departments adhere to budget constraints and must manage capital budgets and forecasts. * Prepares a recommended budget for the company. * Prepares technical specifications for request for proposals, including terms and conditions and evaluation criteria. * Prepares and develops bid documents and supplier bid lists to obtain competitive quotations on commodities and services. * Keeps constantly apprised of economic / business situations as they affect purchasing policy; makes recommendations to adequately meet those changing conditions. * Solicits information regarding a variety of commodities by telephone, interview or written requests ensuring cost effectiveness commensurate with quality. * Prepares reports to ensure compliance with related laws and regulations. * Maintain the accounts payable and accounts receivable systems in order to ensure complete and accurate records of all moneys * Assist in resolving Accounts Payable invoice discrepancies and variances after Accounts Payable make initial inquiry. * Performs other related duties such as special assignments and annual major objectives as required. * All aspects of bookkeeping including sales and purchase ledger input, reconciliations, journals and nominal ledger administration * Administer the monthly payroll in order to ensure that employees are paid in an accurate and timely manner * Compilation of budgets, cash-flow forecast and financial management reports on monthly basis. * Undertake all incoming and outgoing: calls, mails, quotations, LPOs, invoices. * Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics. * Administrative duties. * Assist the finance manager handling expenses/petty cash * Issuance of invoice * Issuance of Statement of Accounts * Issuance Receipt Voucher & Payment voucher * Issuance of cheques * Administrative duties and other related accounts work   **Customer Relation Officer cum Receptionist**  **RCBC Savings Bank**  **Tapuac District Dagupan City, Pangasinan, Philippines**  **October 2014-May 2015**  **Duties and Responsibilities:**   * Responsible for handling customer feedback, queries, complaints and request * Responds to customer inquiries by understanding inquiry, reviewing previous enquiries, and responses; gathering and researching information ; assembling and forwarding information; verifying customer’s understanding of information and answer * Maintain and develop relationships with internal and external clients * Handle responsibilities of preparing the daily activities of customer care department * Perform responsibilities of preparing, maintaining and analyzing sales data * Record and scrutinize the complaints received from customers * Perform the tasks of providing administrative service to customer service executives * Provide timely responses to the queries and complaints of customers * Responsible for making outbound sales for new and existing customers * Records customer inquiries by documenting inquiry and response in customers’ accounts * Deliver greetings/cross-selling/closing spiels to customers. * Achieve set financial target.   **Junior Auditor**  **Magic Group of Companies, Internal Audit Department**  **Malued District Dagupan City, Pangasinan, Philippines**  **April 2014-October 2014**  **Duties and Responsibilities:**   * Conduct surprise treasury cash count in all outlets. * Supervises employee in their daily activities, whether policies and procedures are strictly followed. * Accomplish weekly audit reports. * Conduct general inventory in all outlets. * Make & Report observations on employees conduct. * Conduct month-end audit inventory in all MangInasal outlets (Food Group). * Audits all accounting and Merchandising transaction. * Performs other miscellaneous and administrative tasks when needed.   **Front Desk Officer cum Receptionist - Internship**  **RCBC Savings Bank**  **Tapuac District Dagupan City, Pangasinan, Philippines**  **October 2013 – April 2014**  **Basic Functions:**   * To welcome members and clients to the club and attend to their businesses promptly and professionally. * To answer phone calls and either caller's questions or direct the calls to the appropriate department.  Answer phone callsprofessionally and courteously.   **Duties and Responsibilities:**   * Greeting and welcoming customers into the bank. * Guiding the customers to proper staff members who can solve their queries. * Solve the basic queries of bank's customers. For this, the receptionist should have some basic knowledge about bank's policies and procedures. * Manning the phone desk throughout the day and channelizing the calls to the right members of the staff. For this, the bank receptionist is expected to have excellent phone etiquette. * Making notes of official messages for bank staff when they are not available. * Maintains detailed record of inward and outward consignments. The same need to be handed over to appropriate staff members.. * Handle the tasks of dealing with supply management and maintaining banking files of clients * Responsible for providing a positive contact between public, bank sales and service personnel * Perform responsibilities of assisting client's while accessing their safe deposit boxes   EDUCATIONAL BACKGROUND  **GRADUATE**  ***Bachelor of Science in Business Administration Major in Financial Management***  **University of Pangasinan**  Pangasinan, Philippines  Year: March 2014  SEMINARS ATTENDED  **Strategic Value Management**  University of Pangasinan-PHINMA, 2012  **2012 Go Negosyo Young Entrepreneurship Summit Caravan**  University of Pangasinan-PHINMA, 2012  **SAP Business One (Advance)**  University of Pangasinan-PHINMA, 2011-2012  **FIRST PHILIPPINE JUNIOR FINANCE AND INVESTMENT SUMMIT**  SMX Convention Center, Pasay City, 2013  **NATIONAL FINANCE SUMMIT**  SMX Convention Center, Pasay City, 2014  **FINANCE LITERACY CARAVAN: NL CHAPTER**  University of Northern Philippines, Heritage City of Vigan, 2014  **ENTREPRENEURSHIP: Falling In and Out of Love**  University of Northern Philippines, Heritage City of Vigan, 2014  REFERENCES  Available upon request |