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| **KARLA** **KARLA.328752@2freemail.com** |

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| C:\Users\weng\Downloads\1780775_339686352896812_2655591895669362472_n.jpg**ADDRESS**Abu DhabiUnited 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 : FemaleNationality : 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, PhilippinesYear: March 2014SEMINARS 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, 2014REFERENCES Available upon request |