

**EDNA**

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**Objective**

To be able to impart my knowledge/experiences acquired through my learning and worked experiences.

**Work Experience**

**Receptionist cum Office Administrator 2014 – 2016**

* Receive and answer incoming phone calls and inquiries
* Obtains client information by answering telephone calls and interview clients over the phone
* Assist and welcome clients who comes directly in the office to discuss their needs
* Read and send emails daily
* Follow-up order of clients and shipments daily a
* Prepares the accounts list every end of the month for all suppliers and merchandisers
* Types Invoice , LPO and make the excel sheets for all dispatched shipments
* Assist in depositing money/cash in the bank
* Calls and arrange meetings for all clients who want to come for appointment to the manager.
* Filing and Prepare Statement of Accounts
* Make the list of all customers using Microsoft Excel
* Type and prepare contracts of suppliers
* Send Monthly Report to the Director to keep him updated on the business
* Type and send quotations to clients for reference purposes
* Do telemarketing and Advertising on Social Media Online in times of needs
* Check office material stocks and make an order all office material needs

**Sales Associate cum Customer Service 2012-2014**

**Shanghai Mankai Tea Trading LLC**

**Al Barsha Dubai, UAE**

* **Assist the costumer in selecting the right product**
* **Perform an excellent customer’s service in a pleasing manner**
* **Responsible ensuring products are displayed correctly**
* **Responsible for merchandising, display maintenance and cleanliness**
* **Checking the ability of the stocks**
* **Responsible to do Stock inventory every end of the month**
* **Perform cashiering duties**
* **Proactively follow up on customer’s queries and needs**
* **Respond positively on customer’s complain**
* **Perform daily of closing and balancing of cash collection**
* **Responsible to send Email or call the costumers if they needs to follow up the orders**
* **Responsible in making the list of purchases needed by the branch**
* **Responsible in typing quotations and sends it to my boss for approve**

**Working Experience:**

**Quality Assurance 1995-1999**

**Integrated Micro Electronics INC.**

**North Science Avenue, Laguna Techno Technopark Binan, Laguna Philippines**

* Inspect every line in production to maintain the cleanliness and make report everyday
* Do inspect finish products to ensure the quality is good
* Do check all machine and tools in production area
* Responsible to sampling all product in assembly area
* Ensuring that all production worker are they wearing properly the uniform, mask, booties
* before entering the production area
* Responsible to report to the QA supervisor all production problem to resolve immediately

**Assistant Technician Operator 2000-2001**

**Episil Technologies INC. Taiwan ROC.**

* Use microscope in checking the products to ensure quality is good
* Checking all chemicals, machine every hour to make sure that everything is working well
* Do repair minor trouble shooting
* Make report daily of the production area
* Responsible to check all production material they use in production area

**Production Assistant Clerk 2002-2003**

**Tunglong Metal Industry Incorporated**

* Science High Industrial Park Olonggapo City Philippines
* Responsible in checking all the imports material and material to shift out from the store
* Do the inventory of the stocks
* Ensuring that all requested material for production use were signed by the supervisor
* Responsible to record all materials they shift out from the production
* Responsible for all the production file record
* Responsible to assist all they needs of every production line

**Special Skills (Computer Literate)**:

* Microsoft Office
* Advance Microsoft Word
* Advance Microsoft Excel
* Advance Microsoft Power Point
* Advance Microsoft Outlook

**Education:**

Secondary: San Cristobal National School Philippines (1989-1993)

Vocational: Science Institute of Technology Philippines (1993-1994)

Course: Computer Secretarial

Short Course: Learner’s Point Training Institute Dubai UAE (Executive Office 2013-2014)

**Personal Data:**

Birthday: May 22, 1975

Sex: Female

Status: S

Language: English & Arabic

Visa Status: Finish Contract / 01/25/2017