**DESIREE**

**DESIREE.333669@2freemail.com**

**SUMMARY**

A highly motivated, resourceful and professional individual with several years of challenging experience with in the Financial Industry. Areas of skills and experience encompass Banking, Public Relations, Liaison, Customer Service and Alpha-Numeric Keyboarding. Proficient in building and maintaining excellent working relationship with various multidisciplinary professionals and providing prompt and efficient customer and administrative support. Hands-on skills in various aspects of program administration as well as in meeting/surpassing company goals and objectives on a consistent basis.

Possess effective communication, planning, organizing, problem solving and time management skills combined with the ability to work effectively within a team and grasp and apply new procedures/concepts quickly.

**OFFICE/RELATED SKILLS:**

* Experience in using Windows, MS Word, MS Excel, Outlook Express and other software applications as well as hands-on experience in using E-mail and the Internet.
* Capable of operating a variety of office equipment
* Professional and courteous telephone etiquette
* Thorough knowledge of clerical procedures and standards of preparing documentation
* Handle sensitive project information with great tact, discretion and judgment.

**WORK EXPERIENCE:**

**October 2012 - to Present EXECUTIVE SECRETARY cum MARKETING ASSISTANT**

 **Saif & Jos LLC**

 Jumeirah Terrace Building, Office No. 209

 2nd December Street, Jumeirah 1, Dubai UAE

* Represents the CEO by welcoming visitors, reviewing correspondence; arranging company dinners and other corporate functions.
* Helps key executives make consistent decisions by advising them of historical precedents; serving as liaison between them and the General Manager (GM).
* Arranges corporate travel and meetings by developing itineraries and agendas, booking other transportation; arranging lodging and meeting accommodations.
* Completes projects and special assignments by establishing objectives; determining priorities; managing time; gaining cooperation of others; monitoring progress; problem-solving; making adjustments to plans.
* Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Enhances GM’s and corporation's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* **Other Skills/Qualifications:**

Travel Logistics, Scheduling, Informing Others, Presentation Skills, Self-Confidence, Meeting Management, Client Relationships, Written Communication, Promoting Process Improvement, Decision Making, Administrative Writing Skills

**March 2009 – August 2011 MARKETING ASSISTANT**

 **S&R Membership Shopping**

 32nd Street, 5th Avenue

 Bonifacio Global City, Taguig City

* Provide status report to Management.
* Contact follow-ups on sales prospects
* Support staff in assigned projects.
* Set-up and coordinate meetings
* Perform other duties as assigned.

**August 2004 to December 2006 CUSTOMER SERVICE REPRESENTATIVE**

 **Philippine National Bank**

Remittance Company, Canada

 3430 Sheppard Avenue East, ON MIT 3K4

* Process for remittance transaction using the ERPS program;
* Assist in the business development of the branch by making off-premises calls to increase remittance and profitable operations, promoting company services and providing feedback to the Supervisor;
* Handles filing of reports on branch operations; gathers relevant information and record on large cash remittance of $10,000.00 or more;
* Handles customer’s needs, complaints and follow-ups on remittance;
* Cash and check balancing; Cash custodianship;
* Ensures the correct implementation of remittance transactions for proper transmission;
* Perform other duties as may assigned by the Branch Supervisor;
* Alternate to the Supervisor when time requires.

**March 2003 to February 2006 EXECUTIVE SECRETARY**

 **Mail Marketing Corporation**

4075 Gordon Baker Road

 Scarborough, ON, CANADA M1W 2P4

* Gather data, research and compile reports for Management
* Draft, transcribe and distribute talking points, agendas and minutes of the meetings.
* Draft correspondences and proposals to be signed off by Executive Management.
* Create and maintain calendar of schedules, events and meetings.
* Set-up and coordinate meetings and business events.
* Prepare correspondence, reports and materials for presentations.
* Set-up travel, accommodation and entertainment arrangements for CEO and for clients/consultants, advisors and other VIPs.
* Receive/meet and greet clients and official guests in appropriate manner.
* Maintain filing systems (both in electronic and hard copies)
* Research, compare rates and order office supplies.
* Perform general secretarial duties including, but not limited to phocopying, faxing and mailing.
* Coordinate/liase with other staff to follow-up on deadlines required by Management.
* Handle sensitive project information with great tact, discretion and judgment.
* Perform such other tasks, as assigned by Management.

**July 1997 to July 2002 CLIENT SERVICE OFFICER**

 **Bank Wise Inc.**

Makati City

* Coordinating and reviewing daily business activities, handling customer services, training and operations;
* Ensures the company procedures are being followed for account transactions and maintenance, confidentiality and records retention;
* Develop and conduct user training sessions including material preparation, training delivery and feedback to management;
* Provide guidance and training to employees for handling routine transactions, operating problems, handling exceptions and adjustments;
* Handles customer complaints;
* Provide continuous follow up with customers to ensure that service issues are resolved in a timely manner.

**April 1994 to March 1997 NEW ACCOUNTS STAFF**

 **Union Bank of the Philippines (UBP)**

 **United Nations Avenue, Manila**

* Handles all facets of branch banking functions, such as opening of new accounts, daily balancing of transactions, check preparations and foreign exchange transactions.

**EDUCATION:**

 **1989 – 1993 Degree in BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION**

Major in Marketing

 La Consolacion College

 Mendiola, Manila

**GENDER :** Female

**NATIONALITY :** Filipino

**LANGUAGES :** English, Tagalog

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I hereby declare that the abovementioned information is correct and true to the best of my knowledge and belief.