 ROSE

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# PROFILE

Being used to dealing with people from different nationalities in an international environment like UAE, has given me an open minded mentality and aptitude for understanding and respecting other’s cultures. Academically, I have a background in Electronics & Telecommunications Engineering. I have trained in HR Administration and Business Writings Short Courses here in UAE.

Professionally, I have a strong background in Customer Service skills, Human Resource & Administration, Presentation skills, research work and report writing, providing support in the various HR functions which include recruitment, staffing, training and development, performance monitoring and employee counseling.

**CONTACT DETAILS:**

Visa Status: Employment Visa

 Address: Bur Dubai, UAE

# CAREER EXPERIENCE



* **Al Ghurair Group Dubai, U.A.E.**

**BurJuman Centre LLC**. – July 15, 2014 - Present

**\*Customer Service Representative / Receptionist cum Call Centre**

 As Customer Service

**PERSONAL DETAILS:**

Nationality: Filipino

Date of Birth: Nov 5, 1986

Marital Status: Single

Language: English, Basic Arabic

**EDUCATION:**

Bachelor of Science in Electronic & Communications Engineering 2009

EARIST Manila, Philippines

**SHORT COURSES ATTENDED:**

HR & Administration – 2015 OHSEC PINOY GROUP, Dubai

Business Writings – 2016 MTA PINOY Group, Dubai

* Provide personalize customer service of the highest level.
* Stand, greet and assist the customer/visitor in a friendly and smiley manner, direct them to correct destination & respond to their inquiries. Handle and resolve their complaints and other concerns.
* Maintaining the cleanliness of the reception. Checking the set display needed as well as the record files.
* Preparing a daily sales report for all concierge services opening balance / Closing balance. Checking Gift vouchers that always available at the counter and envelopes and maintaining records of all transactions and checking all concierge stocks.
* Checking every day the condition of lockers, lockers keys, photocopier and fax machine and all Concierge contents and checking as well the stock of papers, ink cartridge and telephone cards stocks.
* Coordinating to shuttle service driver if the buses are arrived on time. And coordinate the supervisor immediately in case there is any delay of arriving/leaving of the bus.

 As Call Centre Representative

* Provide customer service and events and offers information.
* Answer the phone professionally when assigning in call center. Handle and resolve customer complaints by transferring the call to the concern department.
* Use questioning and listening skills that support effective telephone communication
* Follow up customer calls where necessary.
* Use an effective approach to handle special telephone task like call transfer, taking messages, call backs, holds, interruptions, and unintentional disconnects.
* Coordinating between info counters & concierge desk & housekeeping departments for counter requirements and other concerns.

* **Byblos Hospitality Group Dubai, U.A.E**.

**KNOWLEDGE & SKILLS:**

-Proficient in Microsoft Office (Word, Power Point, Excel, Outlook) internet and e-mail use.

-High level of multi-tasking ability

-Possesses organizational skills, supervisory skills, interpersonal /human relations skills, verbal and written communication skills, report preparation skills,

-Ability to maintain records and files, and ability to maintain confidentiality,

-Superior knowledge to operate a computer, ability to interact with people

**TRAININGS & SEMINARS ATTENDED**

Technical Support -April & May 2007

(On the Job Training)

Philippine Broadcasting Company

Business Radio 104.3 Manila

3D Technology & Integrated Circuit Assembly - Mar 7, 2007

IECEP – EMMGC: Reinventing our role in our quest for Academic Jul 30, 2006

PLC Technology - Nov 29, 2006

Sensor Technology: 1st Step to Mechatronics - Dec 6, 2006

Introducing to RFID Technology Dec 8, 2006

**REFERENCES:**

It will be provided on your request.

 **La Gaufrette LLC** – June 15, 2011 – July 3, 2014

 \***HR Assistant**

* + - * + Administer employees attendance, leaves, vacations and overall absenteeism.
				+ Attend to employee enquiries on Company policies and procedures.
				+ Ensures the adherence of all employees to organization’s personnel rules and regulations.
				+ Follows up with all employees concerning medical certificates for sick leaves, and out of office/absence forms.
* Making Memos, Salary Certificate and NOC for the staff.
* Coordinate with the entire departments, receiving and transferring phone calls and emails to them professionally.
	+ - * + Recruit, hire and train new employee. Prepare welcome Kits for new employee orientation session/ Line Managers.
				+ Processing the employees Visa (Employment Visa and Residence Visa), Visa Medical and Food Handlers Medicalof the staffs.
				+ Prepare absenteeism calculations for end of service settlement.
				+ Maintaining and updating the company's important documents employees file and HR filing system, especially the legal documents needed to renew yearly such as Tenancy Contract, Vehicleslicense and Food Handlers Medical of staffs.
* Coordinates with accounts department with regards to salary of staffs.
* Reports to HR Manager and Coordinate with all the line managers of all the branchesespecially for the services, policies and programs or other HR issues.
* **Young’s Engineering Co. Inc. - Manila, Philippines**

**\*Secretary to General Manager - Jun 2009 to Jun 2011**

* Coordinate interdepartmental work project and serve as a liaison between the General Manager and other company’s employees.
* Maintaining general managers schedule, booking meetings and appointments, travel arrangements, and serving as a gatekeeper, screening calls and prioritizing daily task and responsibilities.
* Distributing meeting agendas, reading and transcribing meeting minute.
* Carrying out clerical, phone and administrative responsibilities.
* Coordinate in Accounts Departments for the staffs salary.
* Communicate professionally to the managers of the branches/shops regarding the staff (merchandiser) issues as well as the company's product. Making Statement of Accounts and distribute to them.
* Handle the general manager’s personal and business correspondence including emails and memos.



**Philippine Pizza Inc**.

 Pizza Hut Manila, Philippines - May 2008 to Dec 2008

**\*Food Attendant / Part time Student**

**WenPhil Corp.**

Wendy’s Restaurant Manila, Philippines - Jun 2005 to Jun 2006

**\*Food Attendant / Part time Student**