**ROSEMARIE**

[**ROSEMARIE.336486@2freemail.com**](mailto:ROSEMARIE.336486@2freemail.com)

**CAREER OBJECTIVE** To obtain a challenging position in which I can fully utilize my professional customer background experienced as well as my administrative skills in a company that offers opportunities and professional growth.

**WORK EXPERIENCE**

Mar 2013 – Jan 2017 **OFFICE MANAGER**

**UNii ENGINEERING CONSULTANCY LLC**

**P.O. Box 47378 Abu Dhabi, U.A.E**

* Maintains office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
* Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
* Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
* Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
* Completes operational requirements by scheduling and assigning employees; following up on work results.
* Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends.
* Maintains office staff by recruiting, selecting, orienting, and training employees.
* Maintains office staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Supervising and monitoring the administration team.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Contributes to team effort by accomplishing related results as needed.
* Attending meetings with Senior Management.
* Keeping personnel records.
* Executive assistant to the company partners.
* Organized and arranged travel arrangements.
* Perform other duties as assigned.

Sep 2012 – Mar 2013 **SALES EXECUTIVE**

**CRISTAL HOTEL**

**P.O. Box 72898 Abu Dhabi, U.A.E**

* Identifying new contacts and developing sales leads.
* Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
* Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
* Prepares reports by collecting, analyzing, and summarizing information.
* Maintains quality service by establishing and enforcing organization standards.
* Contributes to team effort by accomplishing related results as needed.
* Ensuring enquiries become confirmed business.
* Upselling where possible.
* Producing written quotations and confirmation.
* Checking customer satisfaction and resolving any issues to ensure repeat business.
* Perform other duties as assigned.

Oct 2010 – Sep 2012 **OFFICE ADMINISTRATOR (Secretary / Document Controller)**

**RW ARMSTRONG**

**P.O. Box 45148 Abu Dhabi, U.A.E**

* Maintain check list of the office staff and visitors.
* Mail Sorting and Distribution to the employees.
* Receiving Courier Shipments/Documents.
* Answering Phones/Transferring Calls/Taking Messages.
* Booking the board rooms for meetings.
* Monitor and Order office supplies.
* Post and submit timesheets for Office Admin Staff.
* Updating RWA UAE Employee Directory.
* Distribute Head Office (Indianapolis) newsletters to the UAE management employees.
* Maintain both Bulletin Boards with required items from MOL and other RW Armstrong Items.
* Screen RW Armstrong Intranet Website for mistakes/Monthly Audit of Intranet Employee Listings.
* Coordinator for external and internal events.
* Coordinates daily driver’s schedule.
* Arrange ground transportation of employee if needed.
* Maintain and update vendor/supplier list.
* Handle main office maintenance issues and concerns.
* Provide document control support for the project team including routing incoming documents, tracking project documentation and maintaining a document control system.
* Ensure that the outgoing documents are accurate; comply with company standards and policies.
* Protect and secure confidential and proprietary information.
* Organize, maintain and safeguard files and databases.
* Review and verify project documents for completeness, format and compliance with contract requirements.
* Maintain a project record of all types of documents.
* Participate in QHSE audits and workplace inspections.
* Prepare and manage correspondence, reports and documents.
* Organize and coordinate meetings, conferences, travel arrangements.
* Take type and distribute minutes of meetings.
* Implement and maintain office systems.
* Maintain schedules and calendars.
* Arrange and confirm appointments.
* Set up and maintain filing systems.
* Set up work procedures.
* Collate information.
* Communicate verbally and in writing to answer inquiries and provide information.
* Coordinate the flow of information both internally and externally.
* Manage office space.
* Perform other duties as assigned.

Sep 2005 – Nov 2008 **FRONT OFFICE SHIFT LEADER**

**BEACH ROTANA HOTEL & TOWERS (LEADING HOTELS OF THE WORLD)**

**Tourist Club Area P.O. Box 45200 Abu Dhabi, U.A.E**

* Maintain the Reception / Shift Leader logbook, filling system and stock / Stationary.
* Check through the Room Blocking and communicate with GRO.
* Check all the next day departure rooms (ensure LPO attached to registration card & billing instruction is correct.)
* Check Registration Cards and approve for GSA and assure correct filling.
* Assure staffs break.
* Follow-up all the departure for the day.
* Complete Credit Check Report and liaise with Reception Manager on payment letters to be sent.
* Monitors cash float handover.
* Assure daily reports are done (Emergency back-up, traces, & housekeeping discrepancy.)
* Supervising the Guest Service Agents on shift.
* Handle guest complaints.
* To provide the leading hotels of the world standard for customer service and ensuring guest delight & satisfaction.
* Maintain high standard of personal service towards all guests from the point of check-in through their departure.
* Performs other related duties and special projects assigned involving a great deal of Guest Relation tasks.
* Greets Guest on their arrival ensuring they feel expected and welcome.
* Deals swiftly, efficiently and sensitively to guest complaints and ensures follow through.
* Using computerized Front Office systems, process accounts from check-in through checkout, ensuring accurate postings of food and beverage and ancillary charges.
* Maintains an awareness of sales opportunities maximizing revenue and meeting or exceeding guest expectations.
* Receives payments by cash, cheques, credit card or account adhering to the company Credit Policy at all Times.

Jul 2002 – Sep 2005 **SALES COORDINATOR & ADMIN SUPPORT**

**FIRST DATACORP**

**3/F Citibank Center Citibank Plaza, Makati City**

* Responsible for auditing ESU’s confirmed Sales Order against Customer Purchase Order, Cost Canvass Sheet, and FDC Proposal.
* Responsible for monitoring the fulfillment of the sales order, from purchasing of units for resale up to release of units to the customer.
* In charge in updating and disseminating Sales Order Status Report.
* In charge in consolidating the Sales Funnel of Account Managers.
* In charge in submitting consolidated Sales Funnel to principals.
* Responsible in the preparation and dissemination of the year to date performance of Account Managers.
* In charge in monitoring and updating the birthday database of the clients and principals.
* Back-up in Canvassing – best price, warranty, delivery lead time within turn-around-time.
* HP back end support for product management.
* Back end support for cost of sales report.
* Bayantrade monitoring
* Undertakes other specific assignments as may, from time to time, be assigned by immediate superior.
* Keeps immediate supervisor regularly informed of developments and / or activities, decisions, and other concerns for which are likely to stir controversy, or which may affect his work unit.

**EDUCATIONAL ATTAINMENT**

1998 - 2002 **POLYTECHNIC UNIVERSITY OF THE PHILIPPINES**

MASSCOMMUNICATION

Major Broadcasting, April 2002

**ACHIEVEMENTS/ORGANIZATIONS/TRAININGS SEMINARS ATTENDED**

SHORT COURSES Human Resources – Basic

Business Management - Basic

RW ARMSTRONG Aconex Training

BEACH ROTANA HOTEL & TOWERS Fire Refresher Training

Leading Hotels of the World Standard Training (check in, check out, handling guest complaints, reservations – IFH standard)

Front Desk Up Selling Training

Destination to Leadership

Employee of the Month

FIRST DATACORP HP Invent Training (HP Office Philippines)

COLLEGE Rosa Rosal Scholar (1999 – 2002)

**SPECIAL SKILLS**

* Proficient in using MS Office such as Microsoft Excel, Word, Visio and Power Point.
* Knowledge in Fidelio & Opera Systems.
* Knowledge in Aconex Software.

## PERSONAL DATA DA

* Birthday : September 17, 1981
* Nationality : Filipino
* Sex : Female
* Civil Status : Married
* Language : Filipino & English
* UAE Driving License : Yes

**CHARACTER REFERENCES**

Available upon request.