

REAH

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Career Objective

Seeking a position where my excellent communication skills, computer software knowledge and organizational abilities that will be helpful in contribute to the development of the organization with impressive performance.

Career Summary

Dynamic and responsible office secretary with a strong competency in coordinating office activities, scheduling appointments and keeping the executive’s calendar. Computer literate with excellent oral and written communication skills.

Professional Experience

Secretary, Stableforce Trading LLC, Dubai, Dec 7, 2014 to present

* Manage, organize and maintain Manager Time calendar, scheduling and reminding appointments.
* Take initiative to make minor job-specific decisions in the absence of Manager.
* Make travel arrangements for the Manager and accompanying personnel which includes reservations (VISA applications, airline, car rental, local ground transportation, hotel, meals, logistic works, etc.)
* Maintain organizational charts with help of all organization-wide employees and staff.
* Receive and distribute relevant information to/from internal and external sources by telephone, email or in person
* Maintain office supplies in collaboration with the administration department and keep an up-to-date record of all stock inventory levels to order/acquire supplies needed.
* Take notes in meetings, conferences and day to day activities of the Manager
* Perform other administrative duties.
* Handling day to day Secretarial works. Analysis and preparation of relevant MIS for MD.
* Handling documentation (letters, notices, reports) with respect to various activities such as Browsing daily emails, screening and reply and filing in relevant mail structure
* Should be able to answer mail and carry on day to day activities.
* Perform general office duties such as maintaining and filing records, documents and reports.
* Maintain confidentiality of papers and documents of the business or organization
* Administrate & coordinate daily internal office routines

Universal Storefront Services Corporation, Philippines

Branch Head - Customer Service/ FLA/ Counter Staff/ *Cashier,* Jan ’11 – Aug ‘16

*Started as Customer Service Representative/FLA/Teller, and got promoted as a Branch Head after 5 year of hard work.*

* Responsible for branch profitability by efficiently generating for the branch, supervising, managing the finances and property of the branch and delivering excellent customer services
* Achieves monthly revenue budget through efficient conduct of counter operations, cross selling of products and on the job supervision of counter personnel
* Achieves merchandising objectives within the branch
* Supervises the job of Customer Service Representative (CSR)/ FLA/ Counter Staff and ensure correct traffic/toll rates being billed used by the customers
* Puts the manpower capacity and shift assignments at the branch in order to implement agreed productivity measures on person/ OPEX ratios
* Coordinates with Area Manager and Technical Operation personnel during technical downtime and took for the opportunities to increase facilities and utilization of emerging or existing technical problems for early response or resolution
* Ensure that all company policies with regard to Accounting, Human resources, Product Management are adhered under my supervision
* Keeps controllable expenses within the budget through judicious use of allocated fund and optimum usage of resources
* Maintained accurate files of client
* Filing of Personnel/Administrative records
* Registration and distribution of all incoming mail
* Performs other clerical tasks as assigned
* Also works as Customer service representative/ Counter Staff/FLA.

*Customer Service Representative/FLA/Teller/Cashier*

Jan ‘04 – Jan ‘11

* Provide excellent customer service at the branch.
* Attend customers for all transaction at the counter.
* Attending customers for making remittance, currency exchange, bayad center, ticketing & etc.
* Answering customer complaints, branch detail inquires transaction inquiries, rate inquiries and conversion.
* Prepared end of day report and cash reconciliation.
* Give information on local promotions and activities and other info that provides valuable service to our customer.

Key and Strength

* Excellent Communication Skill (Oral and Written)
* Computer literate (MS Word, Excel, Powerpoint)
* Has exceptional time management skills
* Has a leadership quality
* Can handle pressure well, achievement oriented
* Self Motivated and client oriented
* Excellent critical thinking and decision making skills

Academic Qualification

Bachelor’s Degree in Business Administration Major in Management ’99 – ‘03

Rizal Technological University

High School Diploma ‘95 – ‘99

Arellano University Plaridel High School

Personal Details

Date of Birth : 26th April 1982

Languages : English & Tagalog

Nationality : Filipino

Visa Status : Employment visa