

**DARL EDREN N. LAUREL**

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**CAREER OBJECTIVE**

*To obtain a challenging position in a high quality environment where my resourceful experience and academic skills will contribute to the organization’s operations and success.*

***SKILLS***

*Proficient in Microsoft Office, Excellent in written and verbal English communication skills, Result and Goal oriented, Quality Assurance, Public Relations, self-motivated, dynamic, organized, attentive to details, good interpersonal and strong leadership qualities, flexible to different working timings.*

***WORKING EXPERIENCE DETAILS***

1. ***Personal Assistant to Operations Manager at Dubai Garden Centre November 2015 up to December 2016.***

* *Dealing with incoming emails, faxes and post on behalf of the manager.*
* *Providing accurate and complete information to the manager.*
* *Facilitating / Following up managers concerns in his absence.*
* *Managing flight bookings and reservations.*
* *Organizing and maintaining diaries and making appointments.*
* *Producing documents, reports and presentations.*
* *Organizing and ensuring that the manager is well prepared for meetings.*
* *Devising and maintaining office systems including data management and filing.*
* *Maintaining confidentiality of all the information.*
* *Assisting the logistics manager in managing local and international shipments.*
* *Making Purchase orders an LPO’s.*
* *Liaising with clients, suppliers and other staff.*
* *Proper and timely distribution of information from the manager down to the staffs.*
* *Meeting and greeting visitors at all levels of seniority.*
* *Taking on some of the manager’s responsibilities and working more closely with the management.*

***2. Senior Administrative Receptionist at Fidelity Fitness Club August 2014 up to the September 2015.***

* *Meets and greets all clients and guest when entering the club.*
* *Provide good quality service to all the members and guest.*
* *Provide accurate information to guests, members and staffs queries. (phone calls, emails and in person)*
* *Managing accounts (Clients Personal Information’s, Forms, Billings and etc.)*
* *Providing guest’s with the right information to encourage new sales and membership.*
* *Posting payment’s for new sales, monthly dues, and other fees to the to the data base.*
* *Conducting daily Service call to all clients to check satisfaction and to address concerns*
* *Booking clients for class reservations/sessions.*
* *Doing Freezing, Cancellation and transfer of membership.*
* *Correlating with the heads with regards to all the new and old information’s that needs to be updated to the system.*
* *Collecting, Keeping and filling all employees documents and making sure that it is updated in the system.*
* *Weekly and Monthly Monitoring of stocks of the club.*
* *Creating Purchase Request for weekly and monthly stocks of the club.*
* *Making the EOD (End of Day), Weekly and Monthly Reports for the club.*

***3. TECHNICAL SUPPORT REPRESENTATIVE at TELETECH BACOLOD, Bacolod City Philippines, February 8, 2013- May 31,2014***

* *Took inbound calls for providing service and product information*
* *Teaches or guide caller/subscriber of company's product.*
* *Walkthrough clients on troubleshooting internet connection using different type of devices ( laptops, ipods, ipads, phones and etc.)*
* *Dispatching field technician to specific location for onsite troubleshooting.*
* *Creating RMA’s and following up status.*
* *Educating client with the newest/latest devices or products offered by the company in a way that client is in great advantage.*
* *Ensuring that customer satisfaction is the top most priority.*
* *Attends meetings, seminars, trainings and 1on1 coaching for both Quality Assurance Personnel and Supervisor.*
* *Rendering extra time in the office.*
* *Guiding colleagues which are not familiar with the process until they can make it on their own.*
* *Accepts, adapt and implement company rules and regulation, programs and activities*

***EDUCATION and ACHIEVEMENTS***

* *Graduated as Bachelor of Science in Nursing (BSN) at Colegio San Agustin*

*Bacolod City, Negros Occidental ,Philippines 2008-2012*

* *Passers Philippine Nursing Licensure Examination- December 2012*
* *Awarded as TOP QA (Quality Assurance) as CSR -March 2013*
* *2 times Gold Medalist in Mix Martial Arts Competition (Pro) 2012 and 2013.*

***TECHNICAL SKILLS***

**Windows and Office tools**

•Word,Excel, Powerpoint and Internet

•*Well known in all latest scanners, fax machines and copier operations.*

***PERSONAL DATA***

•*Name: Darl Edren N. Laurel*

•*Date of Birth: December 23, 1991*

•*Civil Status: Single*

•*Nationality: Filipino*

•*Religion: Christian (RC)*

•*Visa Status: Visit Visa ( Can Join Immediately)*

•*Passport number: EC1051107*