

Contact HR Consultant for CV No: 341002

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**CAREER SUMMARY**

*Holding a degree of Commerce major in Marketing. With 4 years of goal-oriented experience in providing quality customer service, sales & marketing in hospitality Industry. With 5years work experience as Admin/Project secretary in Supply and Installation of Industrial and commercial Kitchen Industry in UAE.*

**HIGHLIGHTS**

 Excellent communication & Marketing Skills Effective Team Player

 Excellent experience in Customer Service Flexible, Dynamic and Trustworthy

 MS Office Proficient Ability to work under pressure

 MS Project Fluent In English

**EXPERIENCE**

**ADMIN/PROJECT** **SECRETARY** **JUNE** **2012** **to** **Present**

Emirates Kitchen Equipment Co. LLC – Abu Dhabi, UAE

* Provide full secretarial and admin support to the project team and department to ensure the smooth running of the department operations
* Organize routine and advanced communication including letters for tender & drawings submittals per project, memorandum.
* Constantly reviewed active files and followed up with contractors to ensure compliance with set timelines
* Tender submission supporting documentation
* Preparing Project related document(Technical submittal, Material submittal, operational Manual & completion certificate)
* Make certain that clients’ needs are met as the project evolves.
* Act as the point of contact and communicate project status adequately to all participants.
* Monitor and track project’s progress and handle any issues that arise.
* Track the progress and quality of work being performed by project team.
* Keep the project team and admin informed about project status and issues that may impact client relations.
* Effectively and accurately communicate relevant project information to the client, project team and admin.
* Responsible in organizing appointment of the Project Manager, Operation Manager to the clients and suppliers.
* Distribution of incoming / outgoing correspondence and document thru ACONEX.
* Uploading material/shop drawings & RFI submittal through ACONEX
* Work programme and resource schedule preparation through MS Project.
* Responsible in monitoring of passport, gate passes and visa expiration for all site staff & Managers, vehicle registration and expiration.
* Assist company PRO in preparing the documents needed to process workers Work Permit; Employment Visa, Residence Visa, Medical, Visit Visa Application, Visit Visa Renewal, Visa Cancellation and Gate Pass Application & Renewal.
* Handling booking ticket of the GM to some business trip and all the staff of the branch who will be taking their annual leave.

 **Additional work:**

**PARTS** **SALES** **DEPARTMENT**

Emirates Kitchen Equipment Co. LLC – Abu Dhabi, UAE

* Responsible in customer query with regards to spare parts.
* Responsible in preparing spare parts quotation.
* Dealing with our foreign/local suppliers with regards to their offer.
* Follow up quotation offered to various clients if they want to confirm & ordered.
* Record all sales and/or customer transactions that occur.
* Provide service technicians with parts as required.
* Attends training as prescribed by management to maintain proficiency for the job description.
* Uses dealership equipment and resources safely and proficiently.
* Performs other tasks as required by Parts Manger.

 **CUSTOMER** **SERVICE** **REP/RECEPTIONIST** **AUGUST** **2010** **to** **MAY** **2012**

 AL JAZIRA CLUB – ABU DHABI, UAE

* Answering of telephone switchboard external and internal calls and direct calls to appropriate Guest and department.
* Greet all arriving guests and follow the check in procedures
* Keep a record of guest arrivals, day and time of check-in, length of stay, and their special needs and preferences**.**
* Check out guest accounts and settle off appropriately and promptly
* Note requests for wake-up calls, transport arrangements and other general enquiries
* Perform cashiering duties
* Maintain issued float to correct amount each shift.
* Perform accurate computer input with regards to various computer code fields.
* Be familiar with all the rates, room types, facilities and daily function within the hotel.
* Communicate regularly with housekeeping and maintenance staff with regards to room status availability.
* settle guests’ complaints with tack and diplomacy
* Assist guests with all requests and if unable to provide an answer on specific request find an alternative option.
* Handling walk in and telephone reservation.
* Responding mails and confirming the bookings.
* Using oracle application/Opera PMS.

 **EXECUTIVE SECRETARY**  **APRIL 2009 to FEB 2010**

 NATIONAL FOOD AUTHORITY

 LINGAYEN, PANGASINAN PHILIPPINES

* Answers telephone and direct calls to appropriate personnel.
* Communicate verbally and in writing to answers inquiries and provide information
* Organize and maintain files and records.
* Handle incoming mail and other material.
* Assist in the production of Milling and Mixing operation.
* Prepare weekly stocks reports and layout of the warehouse.
* Responsible in all documentation, distribution and procurement.
* Prepare and maintains telephone directory and other company information.
* Performs photocopying and other production services.
* Advises supervisor of any issues to ensure orderly and efficient of warehouse operation.
* Responsible to substitute some personnel in the other warehouse when needed.
* Performs other duties as assigned.

**SALES EXECUTIVE** **OCTOBER 2007 to FEBRUARY 2009**

SPORTS CENTRAL SM MEGAMALL – MANILA, PHILIPPINES

* Assists across all activities in reducing stock loss by observing all company procedures, including correct utilization of security equipment, vigilance to all areas of risk and correct completion of all documentation.
* Follows correct till procedures quickly and efficiently.
* Responsible for maintaining outstanding customer service as per company standards, processing sales quickly, accurately and efficiently, cash register operations and safeguarding company assets.
* Entertain customer’s query on telephone including responding to and resolving client concerns and complaints.
* Maintain security of cash and ensures that cash tallies with daily sales report.
* Using POS to transact and process documents.
* Do other things requested by the Manager.

**EDUCATION**

***Bachelor of Science in Commerce***

***Major in Marketing***

**University of Luzon**

 Dagupan City, Pangasinan

 2003 to 2007

**TRAINING ATTENDED**

* Pre-Conference for Aspiring Marketing Professionals

Association of Marketing Educator of the Phil’s.(AME)

Cap Convention Center – Baguio City, Philippines

 September 2005

* Equitable PCI Bank (OJT)

Clearing Dept.

Dagupan City,

June ‘06-October 2006

* USSC-RCPI (Western Union) (OJT)

Dagupan City

December 2006-March 2007