**MELANIE**

**Melaine.342573@2freemail.com**

**Wadi Adai, Muscat,**

***To continue in the professional realm through a position that offers challenges, interest and potential for creativity with an organization that offers an opportunity for growth, skill development and progress.***

**Experience**

**INSTITUTE OF TECHNICAL TRAINING SERVICES**

**GHALA, MUSCAT OMAN**

**EXECUTIVE ASSISTANT/MARKETING COORDINATOR**

**Sept 2016 - Present**

**As Executive Assistant**

* Reports directly to the Chairman
* Preparing reports, memo and presentations.
* Answering correspondents, from contractors, training providers and concerned departments from PDO.
* Schedules and coordinates appointments, meetings and events as necessary.
* Coordinates with the Marketing Manager for promoting the company’s offered services.
* Performs all related duties as assigned.

**SOHAR SHIPPING TRANSPORT & TRADING AGENCIES LLC**

**P.O BOX 284, JIBROO, PC 114, MUSCAT, OMAN**

**EXECUTIVE ASSISTANT/MARKETING EXECUTIVE /COORDINATOR**

**July 9, 2012 – Sept 2016**

**As Executive Assistant**

* Organizing and maintaining company staffs files and records
* Preparing reports, memo and presentations
* Answers and screen phone calls and manages the General Manager’s mail.
* Answering correspondents, complaints thru mails and via phone calls
* Schedules and coordinates appointments, meetings and events, including registration and travel arrangements as necessary.
* Exhibits ability to constructively deal with conflict and afford effective resolutions.
* Provide a variety of administrative support functions and assist with documentations and operation.
* Performs all related duties as assigned.

**As Marketing Executive/Coodinator**

* Aside from doing all Exec. Assist. Jobs I am also performing tasks as Marketing Executive
* Responsible for securing new customers, and maintaining and developing existing accounts.
* Maintain records of customer details / sales
* Support, Customer Service and work closely with Operations and Documentation on the execution of customer service. Coordinating to all related dept. both internal and third parties.
* Preparing quotations for freight inquiries.
* Handling all third party shipments.
	1. Updating shipment status to both shipper/principal and consignees until DO is released and preparing all necessary documentations.
* Preparing all documents needed for clearing and/or forwarding jobs.
	1. From the moment pre-alert is forwarded by the principal and/or shipping documents submitted by consignee: Follow-up eta status, preparing and arranging documentations for customs clearing until shipment is delivered at consignee’s end.
* Follow up consignee’s payment.
* Maintaining all related “VESSEL HANDLING JOBS” and with proper and systematic communications with all concerned parties involved in vessel handling jobs.
	1. All vessel handling for loading: Oman crude oil/gasoline/naphtha etc.
1. All Vessels calling from different ports of Oman e.g. MAF/PDO; Sohar & Salalah Port.
2. Crew Change and vessel provisions and/or ship chandelling, visa meet and assist

**MANISH JEWELLERS LLC.**

**GOLD SOUK, DUBAI U.A.E.**

**ASSISTANT MARKETING & SALES COORDINATOR CUM CUSTOMER CARE SERVICE/RECEPTIONIST (MANISH JEWELLERS BRANDS DIVISION)**

**May 2010 – June 2011**

* + Performs market research, surveys amongst our retailers, follow-up methods and quality of
* sales service. 
	+ Handling all office administrative related works. 
	+ Manage the daily sales summary reports and daily stock inventory, filing all documents, assisting superior in making correspondents 
	+ Manage the needs of all retailers through extensive follow-up procedures and handles the
* distribution of samples. 
	+ Issuing invoices to clients, updating sales summary and statement of accounts of clients. 
	+ Handling customers’ complaints via phone and e-mails, both local and international. 
	+ Answering customers’ queries, and providing detailed information on new products.

Screening and courteously attending more than 50 calls a day, and accurately relaying the

* messages to the concerned person. 
	+ Maintaining records of outgoing and incoming documents, mails and couriers. 
	+ Ensuring all goods delivered on time and ensuring all sales and service objectives were met. 
	+ Perform on-site visit to enhance customers’ satisfaction and provide the latest information and solutions for benefits and claims questions. 
	+ Reporting daily with senior management. 
	+ Monitoring the CCTV cameras accurately. 
	+ Coordinates with the freight forwarding companies for the assurance and safety of the product to be received from a supplier and to be delivered to the client in and out of the country.

**SALES EXECUTIVE (MANISH JEWELLERS DUBAI U.A.E. SHOWROOM)**

**2008 Dec. – April 2010**

* Courteously attending customers, giving and providing their needs and wants 
* Giving thorough explanations to satisfy the customer’s inquiry and complaints 
* Filing documents using a computer and filing cabinet 
* Assisting my colleague in handling the customer 
* Making and updating daily inventory ( in and out jewelries using excel sheet) 
* Encoding and printing receipts 
* Attending telephone calls 
* Coordinating with the factory manager for customers’ demands 
* Personally delivering jewelries to the customer’s location (if requested by customer) 
* Maintaining the cleanliness and orderliness of the showroom to make the customer comfortable.

**CLEARWAY AUTO EMISSION TESTING CENTER**

**AGOO, LA UNION, PHILIPPINES**

**RECORDS OFFICER cum EXECUTIVE SECRETARY**

**2007-2008**

* + Maintained daily scheduled for busy executives. 
	+ Screening phone calls and setting appointments. 
	+ Maintained accurate, up to date comprehensive and confidential financial files and records. 
	+ Developed skills and competence in many office procedures, including filling system, attending to the customer needs such as issuance of receipts, coordinating with the Land Transportation
* Office for their registration. 
	+ Maintain and control inventory and petty cash flow 
	+ Prepares monthly payroll and SSS dues 
	+ Prepare daily sales record 
	+ Assist the General Manager with the correspondence 
	+ Encoding and printing paper works 
	+ Assist the technicians for ISO certification 





**DOCUMENT CONTROLLER**

**2006**

**J.R. Aggregates**

 Encoding and printing paper works 

 Planned itinerary schedules for travel and prepared expense reports 

 Generated monthly reports covering several business categories 

 Facilitated spreadsheets for General Manager. 

Coordinated and managed multiple priorities and projects on a timely basis.

* + Coordinate all activities related to the Document control procedure, including technical
* documents, drawings, and commercial correspondence.. 
	+ Input document data in the standard registers ensuring that the information is accurate & up to
* date. 
	+ Generate the various document control reports as required. 
	+ Typing of site documents, and follows up of all the site needs. 
	+ Makes sure that controlled copies of the latest and approved documents and drawings are

given to the appropriate staff, subcontractors and suppliers. 

* + Maintain updated records of all approved documents and drawings and their distribution clearly 
	+ Maintain the documents and drawings in the Document Control office under safe custody
* without any damage or deterioration with easy traceability. 
	+ Maintain the files and control logs as required by the project. 



**Special Training**

**On-the-Job-Training Course**

**2005** **6J’s Avon - Direct Selling**

**Office Clerk**

* 







Enter merchandize data to a computer to generate bills 

Interfaced with customers by phone to update on the status of deliveries/pickups.  Tracked down necessary information to ensure timely services.



**Education**

**2001-2006** **University of the Cordilleras, Harrison Rd. Baguio City, Philippines Bachelor of Science in Commerce Major in Marketing**

*\*Commerce is now known as “Business Administration”*

**Skills**

* Excellent in Communications and Interpersonal
* Quick learner who can easily adapt to new responsibilities and work independently under pressure.
* Advance user of MS office suite (WORD/EXCEL/OUTLOOK)
* Strong negotiating skills
* Excellent ability to communicate both verbally and in writing.
* Self-starter with “can do” attitude.

**Seminars and Workshops Attended**

* **Orientation seminar on PNS ISO/IEC 17025:2000** 

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* **Seminar on Internal Quality Audit and Rules/Regulations Governing Operations of Private Emission Testing Centers** 



 **Direct Sales and Reseller Partnership – Consultative and Solutions Sales** 



 **Dynamic Change Agent Skilled in Repositioning Organization** 



 **Strategic Business Planning, Team Building and Leadership** 



 **Client Relation and Negotiations – Inside and Outside Sale** 



* **Public Relations and Speaking** 

**Personal Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Age | : 36 | Status | : Single | Birth date: Sept. 4, 1980 |
| Height | : 5’0’ | Weight | : 58kgs | Nationality : Filipino |
| Passport: | EB8734501 | Gender | : Female | Visa Status: Transferable |