**PAULA**

[Paula.344776@2freemail.com](mailto:Paula.344776@2freemail.com)

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| **OBJECTIVE** |

* Seeking a challenging career as ***Legal Secretary, Administration or Executive Secretary*** where I could further enhance my skills in a competitive environment, effectively utilize acquired experience, training, and commitment to excellence, thus achieving professional and personal growth.

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| **CAREER HIGHLIGHTS** |

* More than 4 years’ experience as a Legal Secretary of the Regional Legal Manager in Kuwait Food Company (Americana), a leading food and beverage company in the Middle East.
* 3 years experienced in Human Resource Management (Document Controller) in Taking You Forward Inc. (BPO – Philippines) with more than 600 employees.
* Experienced as a call center agent in Kudo Support Philippines (BPO) and more than 3 years experienced as a secretary in Verdida Surveying and Construction Services.

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| **WORK EXPERIENCES** |

**KUWAIT FOOD COMPANY (AMERICANA)**

Americana Building, Sharjah, UAE

Position Title: **Legal Secretary (Regional Legal Manager)**

Date Assign: 2012 to Present

Work Descriptions:

* Conserves Legal Manager’s time by reading, researching, reviewing, verifying, and routing correspondences.
* Maintains and update all the reports of UAE and other Regions Restaurants: KFC, PH, TGIF, Krispy Kreme, Hardees, Olive Garden, Counter Burger, Red Lobster and etc.)
* Responsible and updates the Cases and Investigation Reports of UAE and other Region.
* Prepares all contracts of the Restaurants, Purchasing, HR, Marketing, Call Center, MIS, ADMIN, Warehouse, Accommodation, Maintenance and etc…for signature process and all other legal documents.
* Drafting letters, documents, making amendments and initiating telecommunications.
* Set up and maintain filling system.
* Coordinating case preparation and writes the investigation reports.
* Welcome guests by greeting them in person or on the telephone; answering or directing inquiries.
* Handles the Oracle system.
* Maintains legal manager’s calendar of planning and scheduling conferences and meetings, dispositions, travel and couriers.
* Represents legal managers by communicating and obtaining information; follow-up on delegated assignments; knowing when to act and when to refer matters to the legal manager.
* Maintains confidentiality by keeping legal manager’s information confidential.
* Maintains office supplies by checking stocks; placing and expediting orders; evaluating new products.
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs.
* Handles petty cash.
* Coordinating with all the departments concerning the contracts/lease agreements for any amendments and modifications.
* Perform such other duties as may be required by management from time to time or as the situation dictates

**Taking You Forward Incorporated (BPO), Philippines**

Position Title: **HR (Records and Data Controller)**

Date Assigned: September 2009 - October 2012

Work Descriptions:

* Maintained and update the Excel Master List File of all employees, scanned 201 files and Time Log system and confidentiality of 201 files or all employees.
* Received pre-employment requirements for new trainees/hires and ensure that they have completed the entire pre-employment process prior to being endorsed to Operations.
* Encoded the schedule of taxes and information needed for Alpha List purposes.
* Monitored 2316 of all employees to submit at HR before the year ends for consolidation of taxes by the end of the year.
* Conduct recruitment - Preliminary Interviews and orientation for newly hired employees.
* Prepared and consolidate all reportorial documents for Department of Labor and Employment.
* Regularly inform and send out an advisory for all employee movements.
* Assisted in the process of Notice to Explain and Disciplinary Action of erring employees.
* Prepared forecasted regularization list and send out to respective superiors prior to the date of regularization.
* Process separation of employees, facilitate signing of exit clearance and assist in the releasing of last pay to separated employees.

**Kudo Support (BPO), Philippines**

Position Title: **Customer Service Representative**

Date Assigned: June 2007 – March 2009

Work Descriptions:

* Attract potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording their information.
* Maintained customer records by updating account information.
* Maintained financial accounts by processing customer adjustments.
* Recommend potential products or services to management by collecting customer information and analyzing customer needs.

**Verdida Surveying and Construction Services**

Cebu, Philippines

Position Title: **Secretary**

Date Assigned: December 2004 – May 2007

Work Descriptions:

* Prepared and manage correspondence, reports and documents
* Organized and coordinate meetings, conferences, travel arrangements
* Implement and maintain office systems
* Arranged and confirm appointments and organize internal/external events
* Handled incoming mail and other material
* Set up and maintain filing systems and work procedure/maintain database
* Communicate verbally and in writing to answer inquiries and provide information
* Coordinated the flow of information both internally and externally
* Operate office equipment and manage office space

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| **TRAININGS** |

**NADIA TRAINING INSTITUTE:**

* Office Management & Administration - 2015
* Executive PA Training - 2014
* Secretarial Skills for Executive Secretaries - 2013

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| **EDUCATION** |

**Tertiary : Business Management**

University of St. La Salle

Neg. Occ., Philippines

SY 1999-2004

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| **STRENGTHS AND SKILLS** |

**COMPUTER SKILLS -** Knowledge in Microsoft Word, Excel, PowerPoint Presentations, Internet browsing, Oracle System, Team player and can work under pressure.

**COMMUNICATION SKILLS -** Can speak, write, and understand English

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| **PERSONAL DATA** |

Nationality : Filipino

Date of Birth : February 20, 1981

Status : Single

Languages Known : English, Filipino

Visa : Employment Visa