**MARIA**

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Executive Profile

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An accomplished and experienced professional with a strong and solid leadership offers success contributions in the multi-national environment. My optimistic attitude, proactive, dynamic and winsome personality has indulged my full confident as an effective and efficient enthusiast in more than a decade now.

Having learned my multi-skills, training exposures and specialization for advancement caters my strength of being highly motivated significant in what I do best and become beneficial to the company.

Training Attained

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Attended the British Council Professional Development Course Training of the following;

* Junior Management Skills (Motivation for an Effective Leader)
* Membership/Administrative Skills (Motivation for an Effective Membership Coordinator)
* PA/Secretarial Skills (Motivation in Handling Key Officers Effectively and Efficiently)
* Basic Reception Modules (Frontal Representative as Company’s Image)
* Customer Service Orientation Skills (including handling difficult clients)

Attended Personality and Development Training Course (Grooming)

Attended Fire Prevention and Safety Training

Attended First-Aid Training including CPR

Skills/Knowledge Highlights \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Familiarization in Executive Business Management Skills equipped with strong application in Membership and Administrative Skills, PA/Secretarial Skills and Reception Customer-Service Orientation Skills;
* Effective Leadership Skills competent in planning and organizing Events Management Projects including private Parties and Activities;
* Offers professional excellence as an active contributing party in the community service development;
* Proficient user in Microsoft Office, Word, Excel and Power Point;
* Can operate standard business office equipment and facilities;
* Teacher, Personality Development and Basic Subjects
* Certified Dance Instructor, Ballroom and Jazz

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Professional Career History

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**Executive Assistant**

**(HRH) Sheika Hessa Bint Khalifa Al Maktoum - Jan 2010**

* + Promotes and deliver major responsibilities in high level of standard services for the Royal family’s satisfaction;
	+ Directly handling professional business correspondence for the Royal family;
	+ Accountable in establishing superior standard services in organizing and directing operations with 40 workforce;
	+ Maintains and monitors suppliers and sub-contractors;
	+ Controls daily purchase and consumption within allocated budget;
	+ Directly officiating business dealings with key Arabic/European/Asian dignitaries;
	+ Coordinating personnel dealings with Human Resources & Finance/Accounting Depts.;
	+ Engaging in various Events management including private parties and activities;
	+ Directly planning and organizing high-profile Painting Exhibitions for the Royal Family;
	+ Performs other executive mgmt role incldg., confidential issues if deem necessary;

**Events /Activities Head**

**WAFI, Pyramids Health and Leisure – Mar 2007**

* Responsible in booking, coordinating and planning overall details for the Event;
	+ - Calculate budget depending on the volume as adhered for completion;
		- Initiates and Edit/Design for Event materials and Ad Promotional campaigns;
		- Keep inventory of facilities and materials purchased and used;
		- Coordinates venues, menus, staffing, invitations, equipments and facilities, etc.
		- Maintains and monitors monthly target quota and revenue output achieved;
		- Handling 10 active staff according to standard business customer approach;
		- Directly working with the Club Manager in business office dealings;
		- Accountable for overall Standard Customer Service application;

**Senior Administrative/Membership Sales Coordinator - Sept 2003**

* Develops and maintains membership recruitment list and keeps an accurate and updated records on membership numbers and retention;
* Generates prospective members and performs membership generated output against targeted quota;
* Re-evaluates and improves plan quarterly by setting goals for membership increase and renewal;
* Updates membership scheme and its benefits;
* Updates membership database & develops weekly & mo. membership reports;
* Performs and scouts membership applications & recommends approval;
* Assisting members throughout the course of their membership; (Information guidance and benefits)
* Organizes and develops members’ prospective spreadsheets with complete details of updated personal records and information;
* Tracking expired members and promote counteroffers for renewals;
* Develop and carry-out recognition events for membership programs;
* Collaborates with the Member Coordination Team to accomplish department tasks, goals and responsibilities;
* Attends regular meetings and take part in consensus based decision-making;
* Managing and handling 3 Membership Assistants in direct selling methods;

**Reception and Customer Service Supervisor - Mar 1998**

* + - Ensures overall visitors experience with highly professional business approach from the performance management of a team of receptionists;
		- Responsible of the delivery of impeccable service thru team leadership;
		- Facilitates customer service responsible for reconciling money at the end of the shifts, handling challenging transactions, & filling in if situation demands for it;
		- Ensures that all implemented rules and procedures are being adhered to;
		- Conducting regular meetings & refresh reception training for staff;
		- Monitors daily clients’ overall hands-on service satisfaction;
		- Handles clients’ complaints effectively and recommends counteractions;
		- Supervising staff’s shifting schedule & implement in the most effective and productive manner;
		- Directly reporting to Club Operations Manager per Policies & Procedures;
		- Supervising ten (10) energetic workforce from both main and gym desks;

**Senior Sales Officer and Ads/Promo Head**

**NORKIS, Porta-Coeli Industrial Co., LLC - June 1997**

* Maintains and achieves monthly sales target quota;
* Handles area promotions of the 4wheeler-typed “Multicab” product;
* Directly contacts with Government and Private Sectors as probable clients;
* Supervising Media Advertisement;
* Handling Advertisement and Promotional Materials;
* Facilitates and conducts opening of branches from key target cities;

**Branch Officer-In-Charge - Nov 1996**

* Managing branch dialing operations with six (6) workforce;
* Achieves weekly and monthly sales quota;
* Directly monitors of scouting Competitors daily activities;
* Motivates strong strategy against competitor’s counter movement;
* Prepares weekly and month comparative reports for documentation;

**Personal Assistant to the Company’s President -Jun 1995**

* + - Directly handling confidential transactions for the company’s President;
		- Facilitates Internal and External business management dealings;
		- Organizes appointments, business travels, personal finances, business and conference meetings and scheduling including Power Point presentations;
		- Writing and prepares highly-profile reports and newsletters;
		- Answering Incoming and Outgoing Calls and handles queries;
		- Monitoring and responding to emails according to priorities;
		- Writing minutes and taking dictations;
		- Attends meetings and events on behalf of the President;
		- Performs office administrative & executive secretarial job functions as required;

**Executive Secretary - May 1994**

* + - Handling confidential transactions directly to the Export Manager;
		- Facilitates Internal and External business management dealings;
		- Processing and Coordinates Export Documentation and Releasing of Materials;
		- Prepares monthly Exportation dealings and reports;
		- Assisting Technical workforce daily functions and requirements;
		- Performs administrative and secretarial job functions on Exportation business directly with the Export Manager;

**Operations Secretary**

**MACTAN APPARELS, INC - June 1989**

* Administers suppliers for garment inspections and controls of accessories;
* Organizes itinerary for Inspector’s visitation and facilitates appointments to other garment firms;
* Maintains good relations to suppliers & closely assists Operations Manager;
* Monitors weekly and monthly output reports and documentations;
* Performs Secretarial and Administrative job roles as required;

Education

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**Bachelor of Arts – Communication Arts, English (major) – March 1987**

**Bachelor of Science in Communication Arts, Education- March 1988**

Philippine Air Force College of Aeronautics (PAFCA) – Cebu, Philippines

Personal Information

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Nationality: Filipino

Status: Single

Languages: English, Tagalog and Cebuano

Visa Status: Residence visa

Driving License: UAE license