

ROSALIE

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**PERSONAL PROFILE**

I am a hardworking and determined person who has a flexible approach to work. I am also reliable, resilient, adaptable and always willing to learn and take on new challenges. I have good communication skills, having gained lot of experience working with variety of people of different nationalities and types of organizations.

I have a good sense of humor and can work as part of the team or on my own initiative. I am computer literate, holder of UAE driving license with own car.

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**SUMMARY OF QUALIFICATIONS**

Resourceful and accomplished individual with more years of secretarial experience in fast-paced environments. Diverse tier-one customer care skills as well as exceptional clerical expertise. Very effective in providing administrative support activities compliant to department’s mission and procedures.

**SPECIAL SKILLS**



**Technology**

* Microsoft Office: Excel, Word, and PowerPoint and Outlook Calendars
* Digital PABX
* Typing Speed: 50/60 WPM

**Customer Care and Applications**

* Proven customer relation service and organizational skills
* Able to answer telephone calls and greet visitors efficiently

**Interpersonal**

* Knowledge of business principles
* Ability to work independently
* Knowledge of information and communication management
* Excellent team building and bookkeeping skills
* Detail oriented; able to multi-task
* Great attention to detail

**Accomplishments**

* Increased office organization by developing more efficient filing system.
* Organized and implemented and efficient work flow system that resulted in significant cost savings.
* Was awarded Employee of the Month in 2008 for my performance.
* Provided exceptional support to the managers and co-workers which increased overall efficiency by 30%

**Career History**

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| --- | --- | --- | --- |
| December 2015 – to date | | Private Company, Hamriya Free Zone, Sharjah | |
|  |  | Secretary/Receptionist | |
| Nov 2014 – March 2015 | | CFM Facilities Management Services, LLC, Umm Ramool | |
|  |  | **Temporary** Personal Assistant cum Secretary | |
| June 2013 – October 2014 | | City Real Estate, Sheikh Zayed , Dubai | |
|  |  | Office Administrator cum Telesales | |
| Sept 2006 – Jan 2011 | | Dubai Investments Park Development Co. LLC, Jebel Ali | |
|  |  | Engineering Secretary | |
| July 2004 – Sept 2006 | | Timber Trading Co. | |
|  |  | Customer Service / Operations Assistant | |
| **Others:** | March 1992 – Sept 1996 | | National Bookstore, Philippines |
|  |  |  | Sales Executive |

**Job Descriptions:**

* Undertakes a range of established standardized office routines and activities under directions and guidance to ensure efficiency of service.
* Exchange information and/or clarifies facts by telephone or in person, acting as the contact point for enquiries to ensure availability of data.
* Prepares and produces technically more complex documents in response to certain requests.
* Receives and registers incoming and outgoing documents to ensure availability and quality of documents.
* Monitors office stationery usage and initiates replenishment action to maintain supply levels.
* Organize and maintains files of manager’s correspondence, records, etc., following up on pending matters to ensure effectiveness of executions and efficiency of decision.
* Acts as a receptionist for the manager, screening telephone calls, letters, and/or visitors, ensure routine questions, and furnishes information, when possible, in order to save the manager’s time.
* Schedules appointments and coordinates arrangements for meetings and conferences in line with manager’s availability make most effective use of line manager’s time.
* Prepares regular reports, gathering, and summarizing data in order to keep manager up-to-date with the department status and the need for related actions.
* Provide expert guidance and leadership to more junior staff.
* Supervise other clerical staff, and provide training and orientation to new staff.
* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
* Create good correspondence and reports.
* Preparations and booking of travel/business plans, allowances, air tickets, hotels, etc.
* Scheduling and taking Minutes of Meetings.
* Booking tickets and hotels.
* Maintenance and updating of reports, filing systems and documentation.

**Education**

Lyceum of the Philippines, Manila, Philippines – Year 1987 – 1991 Bachelor of Science major in Foreign Service.

System Development and Career Institute, Muntinlupa City, Philippines – July 1986 Vocational Course in Secretarial

New Sinai School & Colleges, Sta. Rosa, Laguna Philippines – July 2011 Caregiving Course with actual training at New Sinai Hospital Sta. Rosa Laguna Philippines

**Personal Information**

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| Nationality | : | Filipino |
| Languages | : | English and Tagalog |
| Driver’s License: | | Holder of UAE Driving license |
| Visa Status | : | Employment Visa |