**MARIA** **MARIA.348761@2freemail.com**


## PROFILE

* A highly experienced Office Admin Assistant cum Sales Coordinator having a strong background in Luxury Yacht Charter Operations inUAE.

## WORK EXPERIENCES

**Office Admin Assistant cum Sales Coordinator**

### Royal Yachts and Boats Rental LLC

Office 1004, Level 10 Boulevard Plaza Tower 2 Downtown, Dubai UAE March 4, 2014 – January 31, 2017

* Manage the day-to-day business operations of the office and report directly to the Charter SalesManager
* Provide overall coordination and administrative service for the sales team to assist with revenuegeneration
* Respondtocustomerinquiriesviatelephoneoremail,directreferrals,andtakeappropriateactionasdirectedbythe SalesTeam
* Sends quotations to clients with regards to rates and other promos
* Liaise between the sales team, yacht personnel and the client to provide the most suitableservice
* Process yacht bookings, create Sales Order in the ERP system and coordinate the booking details to thecustomer
* Perform telesales and coordinate with the yacht crew the scheduled charter tripdetails
* Create and distribute trip sheets, receive feedback forms and coordinate contract rateswith agents
* Liaisewithexternalsupplierstoensureanefficientandtimelydeliveryofservicestosatisfyclientneeds
* Follow-up collections of account receivables from thecustomer
* CoordinatewithAccountsthesettlementofanyoutstandingcollectiblesorpaymentforthethirdpartysupplier
* Meet and greet with clients to meet variousneeds
* Manage database of leads, contacts, companies, prospects, bookings, and salesactivities
* Manage telephone calls and determine level of access to appropriatepersonnel
* Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentationsoftware
* Readandanalyzeincomingmemos,submissions,andreportstodeterminetheirsignificanceandplantheirdistribution
* Perform basic Human Resources such as screening CVs, scheduling interviews, safekeeping of employee records and processing staff medicalinsurance
* Perform general office administrative duties such as ordering supplies, maintaining records management systems, typing, data encoding, scanning and routingcorrespondence
* Maintain sufficient inventory of office supplies; arrange for maintenance and yacht provisions and repair of office equipment
* Attendtoofficeguestsandassistotherstaffwiththeirtaskswhennecessary
* Perform any other ad hoc tasks assigned by themanagement

**Production Planning Clerk / Coordinator *Tong Hsing Electronics Philippines Inc.*** Carmelray Industrial Park I

Brgy. Canlubang, Calamba City, Laguna

September 3, 2012 - March 31, 2013

* EncodeontheSystemalllotsforissuancetoproductionline.
* Prepares Material Kitting Issue Slip (MKIS) and lot sheets forscheduledproducts.
* Update reports tocustomers
* Coordinates with related department issues preventing the issuance oflotsheets.
* Validatesphysicalpresenceofwafer andWIPshowninthesystem.
* Checking the current WIP status and conditionoflots.
* Relay pertinent information regarding material status to allconcerndepartments.
* Reporttosuperiorsanydowntimeordelaythatmaycauseproductiondelayorstoppage.
* Responsibleinmonitoringandupdatingissuanceonadailybasis.
* Perform other related task as may be assigned by superior from timetotime.

## Encoder / Office Clerk

### Universal Robina Corporation

Km. 50 San Cristobal Calamba City, Laguna December 1, 2010 – August 30, 2012

## Credit Invoice – BAD ORDERS

* + In charge of encoding bad orders of Regional Distributors and National KeyAccountGroups
	+ In charge of validating and printing of CreditInvoice
	+ InchargeofmonitoringTRDs(TradeReturnDocuments)dailyandtransmittingthedocumentstoCCD
	+ In charge of segregation of documents before transmittaltoCCD

## Credit Invoice – C.I. REJECTS

* + In charge of accepting invoice with notations fromdelivery
	+ Process credit returns with charges from truckers (short deliveries, damagedgoods,etc)
	+ Transmit documents to CCD forapproval

## Junior Inventory Control / Developmental Staff

### Abenson Ventures Inc.

G/F Waltermart Real Calamba City, Laguna September 25, 2009 – February 25, 2010

* + In charge of releasing of items at thecounter
	+ Inchargeofproperdocumentationandfilingofdocuments
	+ Donecessarycashandcardtransactionsatthecounter
	+ In charge of following up permanent plus cards atmarketing
	+ Renders customer assistance toclients
	+ Do relieving to different branches like Sta. Rosa, Binan, Sta. Cruz andMetropolisAlabang.

## Telesales Representative

### Citibank Savings Inc.

G/F J. Alcasid Bldg., National Highway Brgy. Real Calamba, Laguna August 1, 2008 – May 11, 2009

* + To call at least 60 potential clients perday
	+ Toensurethatproductsareproperlydiscussed
	+ To get at least 4 interested clients per day and a number of turn-ins which will vary on the targets set with their correspondingtenure
	+ Tocheckalldocumentsanddetailspriortosubmissionofturn-instotheTeamLeader
	+ Performs other related tasks as may be assigned by the immediate superior from time totime

## Reservation Officer

***Southern Sky Travel and Tours*** SM City Sta. Rosa, Laguna November 2, 2007 – May 15,2008

* + In charge of the airline and vessel domesticticketing
	+ Handles reservations of clients either from a walk-in or clients from aphone call
	+ Assiststheinquiries,questionsorcommentsoftheclientsregardingtheirtravel
	+ Also caters to the needs of clients regardingpassporting

## KEY COMPETENCIES

* Knowledgeable in ERP System for Charter SalesManagement
* Proficient in SAP applicationsoftware
* Proficient in Microsoft Office programs (Word, Excel, Outlook,PowerPoint)
* Excellent communication and interpersonalskills
* Excellent customer service and coordinationskills
* Good telephone handling etiquette and internetsavvy
* Highly adaptable and quicklearner
* Ability to work as a collaborative teammember
* Ability to workindependently
* Ability to multi-task in a high-pacedenvironment
* Quick learner and highly adaptable tochange

## EDUCATIONAL BACKGROUND

**Tertiary** Bachelor of Science inBusinessManagementMajor inEntrepreneurship

San Beda College – Alabang, Philippines AY 2003-2007