**Regina**

**Regina.349312@2freemail.com**

**Job Objectives**: Seeking a challenging career that utilizes my skills in my area of competence and enriches my knowledge, and gives me a chance to be part of a team that contributes towards the growth of the organization, thereby yielding the twin benefits of job satisfaction and convenient professional growth.

**Skills Summary:** Good communication skills, flexible, good team player, customer service skills, project management, efficient and effective sales relations, Hardworking, Fast learner, Punctual, and Computer Literate.

**Personal Skills**

* Task prioritization
* Time management
* Negotiating
* Decision making
* Presentable and articulate

**Work Experience**

***Al Omara Facilities Cards L.L.C.*** Abu Dhabi, United Arab Emirates

 April 25, 2015 – April 25, 2017

**Office Secretary/Accounting Assistant/ Customer Service**

* Answer incoming calls (avg. 80-100/ day) and email and help them to resolve issues, and other customer inquiry.
* Managing sales team of up to 50 staff members.
* Organizing and maintaining Company duties and making different appointments between sales and management team.
* Assisting in the preparation of the monthly management accounts (company expenses/ invoices, salaries and other company payment.)
* Preparing monthly salaries for the company’s staff.
* Helping in resolvingany disputed cases from the customer and / or from the bank (frauds cases).
* Managing a complete data entry, customer payment and invoices into company system (NODE System).
* Handling cash and responsible in distributing salaries for the concerned department.

***Vetaf's Superstore*** Balanga, City, Bataan Philippines

**Receiving Clerk/ Office Assistant**September 29, 2010- February 25, 2014

Working closely with the management team to initiate sales strategies that support the sales objective of the store. Always representing the store professionally, ethically, and morally at all times.

**Duties:**

* Build relationship with key decision makers and match the customers with the right solutions for their needs
* Initiate and close relationship for the whole team
* Providing regular and accurate sale forecast update to senior manager.
* Aligning selling prices with company guidelines.
* Providing quality responses to customer.
* Dealing with inquiries and answering calls from new and existing customer.
* Suggesting solution to management in a positive manner.
* Handling difficult and aggressive customer in a professional manner.
* Giving customers information about company services and products.
* Receiving incoming order and check it one by one to avoid variance.
* Encoding incoming and outgoing items for the store.

**Educational Background**

Bachelor of Science in Nursing Certificate in English - Preintermediate

Bataan Peninsula State University Talent Practicum

Balanga, City Philippines Amsterdam Netherland

Graduated 2010 October 2, 2014

**PERSONAL BACKGROUND:**

**Date of Birth**: March 14, 1990

**Nationality:** Filipino

**Gender:** Female

**Marital Status:** Single

**Height:**  5’2

**Visa Status:** Employment Visa until April 24, 2017

Character Reference Available upon request