**ELLA**



[**ELLA.349524@2freemail.com**](mailto:ELLA.349524@2freemail.com)

Summary

Skilled and dedicated Executive Secretary, Store Sales Supervisor, and Customer Service Support with more than 15 years experience coordinating, planning, and supporting daily secretarial and administrative functions.

Highlights

* Demonstrated capacity to provide comprehensive support for executive level staff; excel at scheduling meetings, coordinating level, and managing all essential daily tasks.
* Adapt at developing and maintaining administrative processes that reduces redundancy and improve accuracy and efficiency.
* Highly focused and results-oriented in supporting complex, deadline-driven operations; able to identify priorities and resolve issues in initial stages.
* Proficient in Microsoft Office Suit (Word, Outlook, Excel, PowerPoint), Windows, and Mac OS; types 90 wpm with high accuracy.

Experience

**Freelance Property International Marketing Partner** Mar 2016 to Current

**Robinsons Land Corporation** – ME, Dubai UAE

* Serves as a point of reference between the Property Developer and prospective buyer
* Promotes properties for investment and offer advice to interested buyers
* Evaluate the clients’ desires and economic capabilities
* Provide information regarding legal guidelines, rates, specifications and property availability

**Executive Secretary**  Mar 2012 to Mar 2016

**NewBoy FZC**  - Al Quoz, Dubai UAE

* Provides high level direct support to CEO, COO, CFO, and Admin Manager
* Renders administrative and secretarial support to HR and General Admin
* Arrange flight bookings, hotel bookings, management and sales team meetings
* Replies to non-sensitive variety of emails that need urgent action
* Maintains database on contacts information for the company
* Assists the HR from receiving CVs, screening, and scheduling of interviews
* Process health insurance for all the employees, from the application to cancellation
* Process requesst for cars and delivery vans for the employees from rent-a-car companies
* DisseminatesLPOs/Parcels to concerned, and maintaining the inbound/outbound courier records and files
* Requests and replenishes office/pantry/washroom supplies
* Performs general receptions duties
* Trains new reception and admin staff

**Customer Service Support - (Contractual)**  Feb 2010 to Dec 2010

**ETISALAT** – Deira, Dubai UAE

* Promotes new product in the market through tele-marketing
* Updates handled and non-handled companies of Account Managers\
* Listens to Customers’ queries on calls, emails, and walk-in
* Update details of customers and check the active and non-active clients
* Handles Blackberry and iPhones inventory release and report
* Performs daily, weekly, monthly, and quarterly reports

**Store Supervisor**  Apr 2005 to Feb 2008

**TepeHome ME**– Al Quoz, Dubai UAE

* Complete operations for Furniture and Accessories department
* Achieve sales targets and projects worldwide customer service
* Schedules and ensures right merchandising
* Arrange staff trainings and monthly duty rosters
* Managess work force and handle customer complaints from customer service
* Ensure continous reports to management on activities within the department
* Perform daily, weekly, and monthly reports as required by the Management
* Perfrom daily “work the floor” reports
* Plans, manages, and ensures staff attendance register
* Ensures the Furniture and Accessories department is in harmony and all actions are in accordance to company policies and procedure

**Admin Assistant**  Feb 2010 to Dec 2010

**National Irrigation Administration ( Government Agency)** – Manila, Philippines

* Records the incoming and outgoing communication
* Encodes communication correspondence for government officials nationwide
* Assists in preparing of reports/presentation to be presented to government officials and President of the Philippines
* Handle all clerical assignments
* Submit hardcopy reports directly to the Administrator
* Maintain files, collating reports, faxing and dissemination of documents

Skills

* Outstanding interpersonal and communication skills in all levels
* Excellent typing skills (60 words per minute with 98% accuract)
* High telephone manners

Education

**Associate of Arts – Computer Secretarial** April 1998

**AMA Computer College** – Bulacan, Philippines

* Graduated as Most Outstanding Student with GPA of 96%
* Bronze Medalist – Regional Competition
* Qualification – College Graduate (College Diploma)

**Associate of Science – Architecture (Building Technology)** March 1989

**Bulacan State University** – Bulacan, Philippines

Certifications

**Year 1999**

* **Career Service Sub-Professional - Philippines -** Passed
* **Civil Service Commission – Philippines -** Passed
* **Eligibility for new government entrants -** Passed

Languages

* **Filipino -** Native Language
* **English -** Second Language
* **Arabic -** Basic

References

**Available upon request.**