Rachel

Rachel.352050@2freemail.com



Profile

A self-starter and quick learner. Versatile skills set with experience in management, recruitment, HR and administration. Customer service, sales, marketing, written and oral communications. Recognized skills in mentoring and mediating between employees, and in leading team projects.

Experience

**RECRUITING ADMINISTRATIVE ASSISTANT**

**PAE GOVERNMENT SERVICES INC. - 1 LAKE TOWER JLT DUBAI, UAE OCTOBER 2016 - JANUARY 2017**

Supports the recruitment officer in the implementation of recruitment objectives and policies.

Assists and coordinates recruitment officer in preparation of manpower plan and accordingly prepares, monitors and controls an efficient recruitment plan.

Receives all the job applications, sorts and classifies based on each profession and stores in database for retrieval as and when required.

Arranges interview appointments with the short listed candidates for walk-in and telephonic interview.

**OUTLET DUTY MANAGER**

**ETISALAT SHARJAH, UAE**

**DECEMBER 2007 - OCTOBER 2016**

Acted as the duty manager when retail manager is out of office.

Handled all outlet issues such as assisting the sales staff when there is system issue, product information and system processing.

Daily stock inventory, daily banking, managing stock requirements and receiving outlet devices and stocks.

Coached, product training for the new hired staff.

Set and followed the sales strategies which will cover the required target.

Performed admin duties such as preparing staff monthly time sheet, filling.

**CUSTOMER CHAT SUPPORT**

**IBM DAKSH BUSINESS PROCESS SERVICES**

**MAKATI CITY, PHILIPPINES**

**APRIL 2006 - JANUARY 2007**

Handled and resolved eBay members inquiries, problems with the bidding, buying, and registration process via chat and email support.

**DATA ENCODER CUSTOMER CARE REPRESENTATIVE/OFFICER IN-CHARGE, EDATA SERVICE INC.; MAKATI CITY, PHILIPPINES — FEBRUARY 2005 - MARCH 2006**

Managed daily sales, deliveries, complaints and transmittals reports. Forecasting, and agents shift scheduling.

**CALL CENTER AGENT/OFFICER IN-CHARGE, DREAM SATELLITE TV CALL CENTER; MANILA, PHILIPPINES — FEBRUARY 2004 - FEBRUARY 2005**

Handled and resolved subscribers inquiries, problems with the service, and follow-up with inactive subscribers, and new agents to offer a service that matches their interests.

**KIOSK AND PROPERTY CLERK, OB MONTESSORI INC.; MANILA, PHILIPPINES — MAY 2000 - NOVEMBER 2000**

Assess materials, supplies, books, and uniforms upon enrolment. Conduct inventory, availability check and tags of store and office equipment and materials.

**PRIVATE TUTOR; METRO MANILA, PHILIPPINES — FEBRUARY 1997 - FEBRUARY 2004**

Teached and assisted elementary students in their lessons and research projects.

Education

Bachelor of science in Commerce, Major in Business Management

Centro Escolar University, Manila, Philippines

Skills

Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.

Exceptional listener and communicator who effectively conveys information verbally and in written.

Computer-literate performer with extensive software proficiency covering wide variety of Microsoft applications.

Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.

Innovative problem solver who can generate workable solutions and resolve complaints.

Typing skills 45-50 wpm

Languages

Tagalog – English — Fluent.