**RONA**

**RONA.352544@2freemail.com**

**OBJECTIVE:** *A highly motivated and result oriented individual. Has 15 years working experience, with 13 years of Management experience. Seeking an opportunity to pursue a highly rewarding career, challenging and healthy work environment where I can utilize my skills and knowledge.*

**STRENGTHS:**

* *10+ years of extensive Gulf experience*
* *Excellent command over Administration*
* *Knowledge with Human Resource function*
* *Multi tasking abilities with keen eye to detail*
* *Analytical to deal with multicultural personnel*
* *Strong interpersonal and organizational skills*
* *Highly adaptable in a diverse and inclusive environment*
* *Good in oral and written communication and presentation skills*
* *Extensive experience in providing Executive Personal Assistance, Office Management, Secretarial and Administrative support*

**EDUCATIONAL ATTAINMENT:**

**BACHELOR OF SCIENCE IN PSYCHOLOGY**

*Canossa College, San Pablo City, Philippines*

*Year Graduated: 25th March 2000*

**WORK EXPERIENCE:**

**ADMINISTRATION AND HUMAN RESOURCE MANAGER**

**AVENUE HOME GENERAL TRADING, LLC**

Al Barsha, Umm Suqueim Road East

Dubai United Arab, Emirates

September 2006 – February 2017

* *Manages the human resources of the department to ensure that all employees are operating to the best of their ability and are developed at an appropriate pace and level.*
* *Handles the full scope of recruitment from placing the job advert to interviewing, including selection processes and sending appropriate correspondence to all applicants in a timely manner and ensure the recruitment of high caliber staff that enables to meet the Company’s objective*
* *Responsible for the company induction process including ensuring work space is ready, all required documentation is completed, and living arrangements handled.*
* *Prepare contracts and offer letters as per request of President& Vice President.*
* *Provide support to all employees for any issues relating to their employment, maintaining high levels of customer service when interacting with all employees.*
* *Plans and conducts new employee orientation to foster positive attitude toward company goals.*
* *Prepare salary certificates and other personnel documents required by employees.*
* *Keeps records of benefits plans participation such as personnel transaction such as hires, promotions, transfers, and termination.*
* *Managing and controlling employees file, leave/vacation, flight schedules, accommodation, visa application or renewal, liaising with PRO*
* *Ensure all employee benefits (medical insurance) are administered in line with employee contracts, Company policy and in accordance to legal requirements.*
* *Liaise with medical insurance companies and other HR providers.*
* *Ensure data integrity and security of all employees and maintain all employee information with utmost confidentiality.*
* *Conduct grievance investigations with the Management, recommending resolutions, and ensuring company policy is followed and documented.*
* *Provide coaching to employees and management; articulate and present HR concepts and tools to groups of employees, encouraging and supporting an employee-oriented high performance culture.*
* *Recommend, implement and update guidelines and policies in order to ensure relevant HR services and consistent standards of employment*
* *Challenge current processes (policies, structure, etc.); think outside of the box in terms of solutions; proactively contact HR lead teams for advice and solutions that are aligned with the team.*
* *Work closely with Management in structuring and developing their respective teams and support agreed action plans*
* *Manage personnel planning, promotion and salary adjustments for defined areas in accordance with agreed process and in close partnership with Management.*
* *Custodian of complete administrative function of employees from date of joining to end of service.*
* *Maintaining (current and former) employee files and ensures they are kept up-to-date, either electronically or as hard copies.*
* *Facilitate creation, editing, and maintenance of job descriptions.*
* *Carry out employee relations activities including motivation aspects and assistance*
* *Serve as a point of contact for both employees and management on all personnel matters and fulfill human resource policies, programs and procedures.*
* *Prepare management information reports on sales performance (monthly and annual report) in order to ensure that the management has the relevant information needed to support operational decision making.*
* *Provide administrative and logistical support to entire organization*
* *Ensures effective communication of sales plan and target of the team, managing performance, developing and motivating employees in order to ensure the highest level performance and the achievement or exceeding of sales target*
* *Plan, coordinate and direct a broad range of services that allow organization to operate efficiently*
* *Oversee centralized operation that meet the needs of multiple department such as information and data processing, mail, security, materials scheduling and distribution, records management, recycling, wellness and transportation services.*
* *Extensive experience in providing executive personal assistance, office management, secretarial, administrative support to management and employees to ensure service excellence.*
* *Ensure contracts, government regulations and safety standard are followed and up to date.*
* *Responsible for preparing documents for visa application according to classification*
* *Responsible to respond inquiries via email and telephone*
* *Administrating complete framework of the company*
* *Responsible for Daily Appointment Report, Marketing & Sales Report, Daily Flyer Distribution Report and updating Customer Data Base.*
* *Skilled in managing diary, scheduling appointments.*
* *Process paper works and information for internal people, internal communication so that all the members of the organization are aware of what is going on within the organization*
* *Responsible for all the records that pass through the department are filed correctly*
* *Devise comprehensive filing system and handle document control*
* *Arranging company extras such as company cars hotel booking*

**ASSISTANT STORE MANAGER**

**GREENWICH PIZZARAP CORPORATION**

Pacita Complex Branch, San Pedro Laguna, Philippines

January 2005-April 2006

* *This position takes charge of assisting Store Manager in executing overall effective and efficient management of store operations necessary to achieve and maintain standard and sales target.*
* *Responsible of leading and managing the store operation to deliver the highest standards of customer service to maximize the sales and profitability store objectives.*
* *Develops and implements store operating plans, policies and procedures in order to achieve and exceed sales and profitability objectives.*
* *Takes charge of handling operations in particular shift ensuring proper implementation of all standard operating procedures.*
* *Prepares staff schedule in order to ensure that the store manpower is effectively matched to the store’s operational requirements that will enable the achievement of the highest standards of customer service at optimum cost*
* *Develops, implements and monitor series of operational metrics to measure the effectiveness of store operation*
* *Regularly and systematically evaluates result of overall operation and report in to the management*
* *Ensures that stock is effectively measured and controlled. Manages order placement/requisitioning activities in order to maximize sales and meet stock performance objectives*
* *Assist the Store Manager ensuring smooth and fast delivery of service to the customers*
* *Assist Store Managers in conceptualizing plans and programs such as Local Store Marketing*
* *Solves critical store operational problems including customer complaints in order to ensure operational effectiveness and to increase customer’s satisfaction*
* *Interacts with the customers and solicits feedback and comments with a purpose of improving total customer satisfaction*
* *Observe and implements adherence to cash control*
* *Trains and motivates crew for more productive individual and group performance*
* *Provides personalized customer serve and attends to customer complaints properly & promptly*
* *Do Sales report*

**REGULAR CREW/CUSTOMER SERVICE REPRESENTATIVE**

**GREENWICH PIZZARAP CORPORATION**

San Pedro Bayan Branch, San Pedro Laguna, Philippines

July 2003-December 2004

* *Establish good working relationship with customers by providing excellent customer service*
* *Handling operations in particular shift ensuring proper implementation of all standard operating procedures.*
* *Provide answers to queries presented by clients regarding services and offers made available by the restaurant.*
* *Preserve a high level of customer service while protecting the company’s image*
* *Ensure fast and smooth delivery to customers*
* *Contributes to sales increase through suggestive selling and telemarketing*
* *Receive all calls in a timely manner*
* *Accounts all orders for delivery accurately*
* *Callback customers and solicit feedback and comments*
* *Attends to customer complaint*
* *Conduct crew training*
* *Carrying out tasks following high level of hygiene policies and standards.*

**PRODUCTION STAFF**

**SMART TELECOMMUNICATION COMPANY**

Metro Manila, Philippines

July 2001-January 2002

* *Provides keen observation with regards to quality control of each mobile phone with their designated sim cards*
* *Sim packing*
* *Assembly or fabrication of parts and products, testing finished products, transporting materials and equipment to other areas*

**SERVICE CREW**

**JOLLIBEE FOOD CORPORATION**

San Pablo City, Philippines

October 2000-March 2001

* *Welcome customers as they come into the restaurant*
* *Help customers to settle down and also take their orders*
* *Process customers’ orders and generate their bills*
* *Provide answers to queries presented by customers regarding services and offers made available by the restaurant*
* *Serve and pack warm foods to customers in an effective manner and in strict accordance to the orders of such clients*
* *Assist kitchen staff and outdoor delivery staff whenever such assistance is required*
* *Maintain chart of all available deals and products periodically and refresh such chart on daily basis.*
* *Carrying out tasks following high level of hygiene policies and standards.*
* *Great extent how satisfied customers will be, if they would want to come back for more service or not.*
* *Knowledgeable in cashiering*
* *Do suggestive selling*

**SERVICE CREW**

**GREENWICH PIZZARAP CORPORATION**

San Pablo Shopping Mall, San Pablo City, Philippines

July 1999-March 2000

* *Welcome customers as they come into the restaurant*
* *Help customers to settle down and also take their orders*
* *Process customers’ orders and generate their bills*
* *Provide answers to queries presented by customers regarding services and offers made available by the restaurant*
* *Serve and pack warm foods to customers in an effective manner and in strict accordance to the orders of such clients.*
* *Establish good working relationship with customers by providing excellent customer service*
* *Handling operations in particular shift ensuring proper implementation of all standard operating procedures.*
* *Provide answers to queries presented by customers regarding services and offers made available by the restaurant.*
* *Preserve a high level of customer service while protecting the company’s image*
* *Ensure fast and smooth delivery to customers*
* *Contributes to sales increase through suggestive selling and telemarketing*
* *Attends to customer complaint*
* *Conduct crew training*
* *Carrying out tasks following high level of hygiene policies and standards.*

**ON JOB TRAINING/PRACTICUMER**

**DEPARTMENT OF JUSTICE**

San Pablo City, Philippines

November 1999-January 2000

* *Conducting interviews with the prisoner*
* *Responsible in filing documents*
* *Keeping track of departments records and updating prisoner’s file*
* *Encoding*

**ON JOB TRAINING/PRACTICUMER**

**HUMAN RESOURCE CENTER**

Canossa College, San Pablo City, Philippines

January 2000-March 2000

* *Conducting interview with students*
* *Takes charge in giving psychological test to students*
* *Responsible in filing documents*

**PERSONAL PROFILE:**

**Birthday:** *August 30,1979*

**Civil Status:** *Married*

**Nationality***: Filipino*

**Visa Status:** *Visit Visa*

**Availability***: Can join immediately*