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**Josephine**

[**Josephine.359827@2freemail.com**](mailto:Josephine.359827@2freemail.com)

###### **PERSONAL INFORMATION**

Date of Birth : 14 August 1973

Citizenship : Filipino

Civil Status : Married

Religion : Christian

Sex : Female

Visa : Husband Visa

Languages : Fluent in English, A little of Arabic commonly used terms in communication for building a

good rapport to the Arab internal and external

customers.

**WORKING EXPERIENCE**

**May 2014 – Oct. 2016 Emaar Properties PJSC** (Real Estate)

**Administrator** Dubai, UAE.

**Customer Care Department**

**Duties:**

* Handled complaints and queries received through emails, faxes and letters addressed to

Customer Care Department and ensure it is closed as per defined priorities.

* Oversaw most complained issues and spearhead the escalation to the Management,

while ensuring that before the concerns will be more complicated it has given a prompt

attention.

* Handled VIP property owner’s requests and ensured feedback is given verbally and thru

email simultaneously while concern is being attended by the responsible team.

* Returned customer calls and requests received from Contact Centre via Service

Requests and ensure it is closed as per defined priorities.

* Resolved and responded to issues within specified timelines.
* Implemented a workflow that would maintain a timely response to customer need and

concerns.

* Coordinated e-mails addressed to other departments received from Emaar website to

the coordinators of that specific department and make calls to the team if case was

attended and resolved.

* Conducted necessary research and follows up with other departments on behalf of the

customer before coming up with recommendations.

* Provided clarification to customers with regard to Customer Life Cycle Policies &

Procedures.

* Provided status update to customers for pending/ongoing cases.
* Provided customers with high level of service as per agreed department SLAs and MBOs

to achieve defined customer satisfaction level via professional & timely problem

resolution, product knowledge and status update, willingness to help, timely call back

and quick turn-around time in accordance with defined SLAs.

* Ensured that all cases escalated from the Senior Management, VIP and internal cases are

dealt with high importance and confidentiality.

* Maintained accurate customer history in Oracle via ‘Interactions’ and ‘Service Requests’

in accordance with Customer Care SLAs.

**May 2007 – May 2014 American University in Dubai** (Academia)

**Admin. Assistant** Dubai, UAE.

**School of Engineering**

**Duties:**

“Directly reporting to the Dean of School of Engineering

* Coordinated daily classes concerns for the students and faculties.
* Monitored and arranged room bookings for the faculty meetings, committee meetings and special events.
* Handled all office administrative tasks (internal coordination with other departments and events coordination for the department)
* Provided administrative support and assistance to the chair, in the various functions and activities carried out by the department and to other departments
* Prepared purchase request and followed ups the entire pending request to the Accounts Department and ensure that it will be done in a timely manner
* Tracked and ordered updated textbooks for the courses to be taught for the semester
* Organized calendar events of the department and university events before the semester opens.
* Mapped faculty syllabus matches blackboard Master Syllabi (format and mapping)
* Ensured that syllabi mapping matches ABET/ MOHER sheets (standard procedure)
* Reconciled with the chairs to organize documents for the annual academic departmental reports submitted to the Institutional Effectiveness Department.
* Coordinated department’s necessary academic documents with Institutional Effectiveness Department whenever there is Ministry and Accreditation visits for the School of Engineering Department during re-accreditation, proposing a new program or phasing out a program.
* Conserved files course documents every semester and ensured they are all archive accordingly.
* Proctored for the IELTS and Accuplacer entrance exams for the new enrollees.
* Consolidated reports for ABET self study report with the chair and the faculties.
* Handled blackboard system and LCC system for student memo, updates and important announcement.
* Handled board meetings and events for the Chair and the department from invitation to food and beverages.
* Composed minutes of the departmental meetings and for the school Advisory Board meetings.
* Spearheaded action items for the department needs to be executed taken from the minutes in the departmental meetings and ensure it has being taken cared within the timeline agreed in the meeting
* Executed evaluation process for the university professors.
* Handled Exit Evaluation for the graduating students

**Jan. 2007 – May 2007 Dubai World Trade Centre** (Hospitality)

**Events Coordinator cum Admin. Assistant** Dubai, UAE

**F&B Department**

**Duties:**

\*Provide high standard of administrative support to Food & Beverage Management

* + Blocked and sets up an efficient, comprehensible system for handling reservations for

functions and Private Dining rooms, maintains reservation book.

* + Prepared offer letter for the event requirements for DWTC club members
  + Organized invitation and menu cards for special events of the club.
  + Planned with club members on choice of rooms, people capacity for different room

usage, food and beverage arrangements for private functions.

* + Liaised with Food & Beverage Manager, Restaurant Manager Chef regarding

arrangements for functions/PDR bookings and coordinates all arrangements to ensure

all is in order.

* + Coordinated all requirements for private functions, flowers, and table set ups,

equipment required, lobby signs, etc. with F & B and other departments like

housekeeping, engineering, security, public relations and leasing and property

department.

* Maintained membership records and processes new membership. This is done by

recording acceptances, allocating and entering the membership numbers. Index cards

for the Reception, Restaurant Manager and Valet staff are prepared. Maintaining

membership records including an accurate database and other follow-up information are vital.

* + Convinced the prospect member’s in the UAE to be a member of the World Trade Club,

Dubai.

* + Handled setting up appointments for the Sales Executive whenever there are potential

clients request for visit.

* + Handled the invitation follow up – by doing a call out for member’s whenever there is an

upcoming event in the club.

* + Spearheaded the Guests Speakers invitation for the monthly General Members

Luncheon.

* + Arranged members’ badges and membership cards within the specified time set by the

Management.

* Handled routine Club correspondence.
* Maintained good working relationship with Outlet Supervisors/Managers/Chefs within

the Food & Beverage department.

* Planned event/activity calendar for the DWTC club events.
* Organized event entertainer’s payments.
* Prioritized and complete tasks within the time frame as directed by the Restaurant

Manager

* Maintained effective communication within the company, thus ensuring internal and

external customer satisfaction

* Maintained confidentiality and discretion
* Ensured proper filing, maintenance of records and proper documentation is done as per

agreed standards

* Monitored staff duty roster and tardiness

**October 10, 2005 – October 31, 2006** **RCI Middle East** (Timeshare Industry)

**Admin. Assistant / PA**  Internet City. Dubai UAE

**Duties:**

\*Directly reporting to the Managing Director

##### Prepared and arranged holiday calendar for the Managing Director.

##### Handled business trip calendar of the Managing Director from air ticket booking, hotel booking, confirmation and blocking

##### Consolidated Managing Director's Business Travel Expenses for re-imbursement from sorting out receipts, filling up the form and ensure total costs is correct depending on the currency used based on the present currency rate.

* Assisted Managing Director whenever there is an appointment for client call and presentations.

##### Screened and handled incoming calls for the Managing Director.

* Take Minutes of the Weekly Management Meeting.
* Arranged the conference room whenever there are scheduled presentation from preparation of needs and guest refreshments.
* Handled Petty Cash and imprested whenever it’s necessary.
* Issued Check Request for the vendors pending invoices, issue checks as approved by the company’s signatory and release’s checks for the vendor’s.
* Represented the Company's for official Bank Salary Transfers, any Bank Transactions, Deposits and Withdrawals (US & AED Currency Accounts)

##### Supported and assisted the Finance Dept. and Operations Dept.

##### Organized and processed company’s legal documents from the Company License, Contracts, Bank Files, Passport and Employee’s Visa’s, Visit Visa’s for Business partner’s, Employee's profile and database and Official Law Office documentation of the Company.

##### Does all necessary legwork for the company to meet deadlines and work accomplishments.

**August 10, 2004 - August 11, 2005** **Global Tech FZ LLC** (Outsourcing)

**Admin. Assistant** DIC, Dubai UAE

Management

**Duties:**

“Directly reporting to the Admin. Manager

##### PA to the Administration Manager, Human Resource Manager, IT Manager, Business Development Manager.

##### Handled air ticket and hotel bookings for the company managers and employees during business trips and annual air ticket claims for all employees.

##### Organized and processedd company’s legal documents from the Company License, Contracts, Bank Files, Passport and Employee’s Visa’s, Visit Visa’s for Business partner’s, Employee's profile and database and Official Law Office documentation of the Company.

1. Handled managements Business Travel Expenses – re-imbursement from sorting out receipts, filling up the form and ensure total costs is correct depending on the currency used based on the present currency rate.
2. Issued Internal Memorandum, Request Letter, Announcements, Formal Letters, Salary Certificates, correspondents and letterheads.

##### Prepared management meetings from issuing memo for the meeting, taking the minutes and refreshments.

##### Organized business developments client calls.

##### Prepared conference meetings and presentations with the clients/prospect clients.

##### Handled company’s upcoming events (Birthday Celebrations, Special Occasions and Burn-out Parties) from the venue, program and food & refreshment)

1. Handled confidential profiles, files, issues and status of the particular employee and the company.

##### Handled and coordinated with the suppliers concerning purchase orders, costs/charges, delivery and payments.

1. Issued Working Experience and No Objection letter for the resigned employee's.
2. Handled courier sending and receiving.
3. Acted as front-liner for all incoming calls, applicants, employees’ inquiries and clarifications in any kind office transactions and procedures.

**EDUCATIONAL BACKROUND**

**OUR LADY OF FATIMA COLLEGE**

Valenzuela, Metro Manila

**Bachelor of Science in Nursing**

1991 – 1994

**ELIGIBILITY:**

**Philippine Board of Nursing**

Examination

January 10, 1995

Passed

### Member, Philippine Nurses Association

## Member, Philippine Red Cross Association

**Malaysian Board of Nursing**

August 1995 - August 1997

Registered Nurse

**SEMINARS & TRAININGS**

**Customer Care Related:**

1. Time for Change (EMAAR), March 2016
2. Effective Business Writing (EMAAR), July 2015
3. Connect Training (EMAAR), May 2015
4. **Administration Skills and Executive Secretarial Course (Zaa'beel Institute Dubai UAE, June 2006 – August 2006)**
5. Lotus Helpdesk Solution (Eastern Telecom), Jan. 2003
6. Virtual Fax Training (Eastern Telecom), Nov. 2002
7. GO! Prepaid Internet Training (Eastern Telecom), Oct. 2002
8. Data Services Training ( IPLC’s, ATM, Frame Relay and Internet Service) (Eastern Telecom), Oct. 2002
9. Automatic Call Distributions “ACD Training” (Eastern Telecom), March 2002
10. Training on Escalation Process (Eastern Telecom), July 2001
11. Training on New LEC Products and Services (Eastern Telecom), July 2001
12. Virtual ISP Training (Eastern Telecom), July 2001
13. Network Control Center Training (Eastern Telecom), April 2000
14. Training on Internet Products and Services/Basic Troubleshooting (Eastern Telecom), April 2000
15. Internet Dial-up Training (Eastern Telecom), April 2000
16. Excellence in Customer Service Workshop (Eastern Telecom), Oct. 1999
17. Vantive System Training (MIS Net), May 1999
18. GSM Module I & Module II (Smart Communication, Inc.), February 1999
19. CMS (Integrated Customer Management System), Jan. 1999
20. Effective Telemarketing Training (Guthrie-Jensen Consultants), Jan. 1999
21. Basic Trouble Shooting Technical Training (Smart Comm.), Sept. 1998
22. Basic Customer Care Training, (Smart Communication, Inc.) Sept. 1998

**Academic/Admin. Related:**

1. **Arabic I Course (American University in Dubai), Jan-April 2010**
2. Writing in the Workplace Workshop Part 1 & 2 (American University in Dubai), March 2009
3. Customer Service Training (American University in Dubai), Feb. 2009
4. Blackboard Training (American University in Dubai), Feb. 2008
5. Minutes Taking Training (American University in Dubai), Feb. 2008

**Medical Related:**

1. Basic First Aid, Red Cross Philippines (Kalookan Chapter) February ’94
2. Symposium on Schizophrenia, Our Lady of Fatima College, Dec. ’93
3. Symposium on Heart Problems, Philippine Heart Center, February ‘92

**Reference**

#### *Available upon request.*