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| SHERYL  [SHERYL.360443@2freemail.com](mailto:SHERYL.360443@2freemail.com) |

**Career Summary & Objective**

An enthusiastic professional with over twelve (12) years of combined experience in office management implementing procedures

and policies, senior administrative functions providing versatile support, monitoring and executing projects within the deadline,

events coordination, price negotiations, marketing and debt collections. More than capable of simultaneously handling complex

situations and multiple responsibilities at the same time. Currently looking to further professional career with an executive

level management position in a prestigious company that rewards its employees for their valuable contributions. I seek to diversify

my skills in another industry and as part of a larger organization.

**Education**

**Bachelor of Science in Psychology**

University of the East – Manila, Philippines (Graduate)

**Highlights:**

* Successfully organized the sponsorships of the following events with maximum exposures for the brand:
* “Arab Fashion Week” in Park Hyatt, Dubai Creek from October 31st – November 2nd 2015;
* “Breast Cancer Awareness Campaign” in Dubai World Trade Center on October 28th 2015;
* “Sustainability of Women Empowerment Conference” in Dubai Police Officers Club on March 22nd 2015 (Represented

the Managing Director and received Certificate of Appreciation on her behalf);

* “Digital Luxury Workshop” in Ritz Carlton Hotel, Dubai on February 25th – 26th 2015.
* Spearheaded the launch of a new branch of Intraflora (located in Emaar Boulevard, Downtown, Dubai) and relieved the

company from accruing LOP (Late Opening Penalty).

* Represented the Managing Director and attended the launching event of Vertu Phone and Bentley collaboration in H Hotel,

Dubai on November 25th 2015.

* Managed to collect 90% of overdue balances from various customers in UAE and GCC countries thru collective efforts while supervising a team of four administrative professionals.

Quickly became a trusted and valuable employee to the company and received recommendation for early regularization and promotions; earned a reputation for maintaining a positive attitude and producing high quality of work, delivering results on

time.

**Employment History**

Worood Intraflora LLC – Dubai, UAE

**Office Manager** November 2014 – March 2017

* Oversee the smooth operations of the office, retail shops and all the administrative systems within it.
* Strict implementation of office policies and procedures according to established company standards.
* Enhance contracts, restructure and modify business terms and conditions, internal and external forms or applications.
* Negotiate on contract pricing with service providers or vendors.
* Follow-up on progress of directives and projects; develop when necessary.
* Liaise with relevant individuals, departments and international suppliers on behalf of the Managing Director and strengthened smooth and efficient communication flow.
* Approve releasing of urgent material requisitions.
* Mediate and resolve customer complaints/office staff disputes; make recommendations for disciplinary actions.
* Organize sponsorships or events when required; manage tie-up partnerships with prospective collaborators.
* Other duties include management of MD’s diary and schedule meetings, taking notes during dictation, drafting of emails/

correspondence, preparation of minutes of the meeting, internal & external memos, appreciation letters, others.

* Handle some HR-related functions in the absence of the HR Manager such as:
* Search, Assess, Interview and Hire Applicants for Executive Posts.
* Coordinate with PRO for new visa application and/or cancellation.

Al Muhaidib Group – Dubai, UAE

**Office Manager – Credit and Collections** February 2014 – October 2014

* Reporting directly to the Chief Finance Officer (CFO).
* Maintain office operations and procedures.
* Reach out to customers to collect payment for overdue bills through various forms of communications.
* Provide detailed information of overdue accounts & amount currently owed.
* Attempt to collect payment by offering repayment plan.
* Update customer’s records once payment has been made & settled.
* Prepare documents and file a case against customers with delinquent accounts.

**Administrative Assistant** December 2009 –January 2014

* Serve as point of contact between departments in the resolution of day-to-day administrative and operational problems.
* Entrusted with all confidential documents and agendas.
* Handle imports and exports shipments.
* Sole management of L/C (Letter of Credit) presentation.
* Work on Invoice/LPO entry, customers transactions using ACCPAC system.
* Supervise, coach and train lower level staff.
* Coordinate with internal staff at all levels.
* Prepare correspondence, reports, internal and external memos, and other documents.

Events Master – Dubai, UAE

**Marketing & Events Coordinator** February 2009 – October 2009

Report directly to the Managing Director for events support.

Meet prospective clients and show ready presentation(s).

Responsible for the management of confirmed functions/event thus providing proper coordination depending on client's

requirement (i.e. equipment rental and/ or staff management).

Respond to inquiries and coordinate hospitality arrangements.

Made follow - ups for overdue/pending accounts or unpaid invoices; update accounts receivables and accounts payables.

Prepare & update Monthly Generated Sales Report, Monthly Summary of Expenses, Beginning and Ending Inventory

Report, Daily Functions List, Confirmed Events, Lost Orders Report and others.

Convergys Corporation - Ortigas, Pasig City, Philippines

**Credit and Collections Representative (Client: GE Money, USA)** December 2007 – December 2008

Manage large amounts of inbound and outbound calls in a timely manner.

Accountable for assigned accounts requiring analysis of credit extension, management of accounts within prescribed

credit guidelines, timely research and expeditious collection of all past dues.

Communicate extensively with clients, notifying those regarding delinquent accounts and attempt to secure payment.

Use probing questions to determine reason of overdue payment; review terms sales, service, or credit contract.

Initiate follow-up action on missed payments and maintain strong and effective working relationships with clients and

expedite the resolution of purchase errors and other client disputes.

Keep records of all conversations in the database system in a comprehensible way; financial status of clients, status of

collection efforts, and obtaining support documentation.

Hot Connection - Dubai, UAE

**Administrator**  November 2004 – June 2006

Provide computer assistance/lessons/tutorials.

Handle inventory and purchasing of supplies.

Supervise the smooth flow of the daily operations.

Other responsibilities include maintaining orderliness, handling cash payments and dealing with complaints.

Richwell Trading Corporation – Quezon City, Philippines

**Administrative Assistant**  April 2003 – April 2004

Serve as Assistant Purchaser – responsible in the procurement of department supplies.

Coordinate with Credit and Collections Department for clients with outstanding balance/ overdue accounts for collection.

Coordinate with Warehouse Department for accurate inventory of stocks.

Encode daily sales transactions onto the system using Great Plains Program.

Preparation of Internal Memorandum, Cash Advance Request, Purchase Order, Product Quotation, Daily Sales Report,

Monthly Sales Report and Collector’s Report, Invoices and others.