|  |  |
| --- | --- |
|  |  |
|  |
|  |  |
|  |
|  |

|  |  |
| --- | --- |
| WORK EXPERIENCE |  |

|  |  |
| --- | --- |
| 01/03/2016 - 31/03/2016 | supply chain assistant |
| Kraft Heinz (MENAT), Dubai (United Arab Emirates)  |
| - Ensure products movement from suppliers to retail outlets- Take inventories and analyze all documentation such as invoices, bills and other supply documents- Prepare shipping documentation - Analyze items and check the quality of materials before preparing them for dispatch- Solve customers complaints and problems- Make sure all supplies are sent on due time- Make sure goods reach the correct destination- Register all documents received from suppliers- Prepare documents for legalization according to customer- Establish and maintain collaborating relationships with customers, suppliers and supply chain staff- Perform several clerical duties for management- Assist in performing part of the month-end activities in scope of orders and invoicing- Maintain electronic and hard copy filing system- Responding to suppliers' and customers' queries |

|  |  |
| --- | --- |
| 20/05/2015–27/02/2016 | Customer Support Representative |
| Etisalat UAE, Ajman (United Arab Emirates)  |
| ​- Provide technical support for customers having problems with their internet connection.- Process Orders- Account Management, Record Keeping- Cross-selling/Up selling- Troubleshooting |

|  |  |
| --- | --- |
| 01/02/2014–01/03/2015 | Travel Associate |
| Entire Travel, Manila (Philippines)  |
| - Promoting and marketing the business- Dealing with customer queries and complaints- Providing advice about visas or passports- Maintaining statistical and financial records- Planning- Selling holidays and insurance- Meeting profit or sales targets- Preparing promotional materials and displays- Travel agency clerk/consultant |

|  |  |
| --- | --- |
| 01/01/2012–01/01/2014 | Receptionist / Office Assistant |
| - Plan and facilitate group dynamic activities for three year olds.- Develop motor skills and teach basic concepts through play, dance, songs, stories, arts and worksheets. - Teach Reading, Math, ESL and other basic subjects. - Assist students in schoolwork by preparing activities and worksheets used as reinforcement for concepts taught.- Tracking and updating personal files and schedules of teachers and students. - Entertain inquiries of clients and provide information about services offered.- Bookkeeping, accounts payables and receivables, preparation of payroll, tax payments and SS payments.​ |

|  |  |
| --- | --- |
| EDUCATION AND TRAINING |  |

|  |  |  |
| --- | --- | --- |
| 01/06/2003–01/03/2017 | Bachelor Of Science in Psychology |  |
| Saint Louis University, Baguio (Philippines)  |

|  |  |
| --- | --- |
| PERSONAL SKILLS |  |

|  |  |
| --- | --- |
| Mother tongue(s) | Tagalog |
|  |  |
| Other language(s) | UNDERSTANDING | SPEAKING | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | C1 | C1 | C1 | C1 | B2 |
|  | Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user[Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) |

|  |  |
| --- | --- |
| Communication skills | - Practical and quick to learn- Adaptable and able to meet deadlines- Responsible and Reliable- Hardworking and creative- Competitive and efficient- Ambitious and enthusiastic​ |

|  |  |
| --- | --- |
| Organisational / managerial skills | - Leadership- A good Team play, whether in voluntarily projects or within my workplace i tend to be a good teamplayer.- can Take critical decision- Can be held Responsible​ |

|  |  |
| --- | --- |
| Digital competence | SELF-ASSESSMENT |
| Information processing | Communication | Content creation | Safety | Problem solving |
|  | Independent user | Independent user | Basic user | Basic user | Basic user |
|  | [Digital competences - Self-assessment grid](http://europass.cedefop.europa.eu/en/resources/digital-competences) |