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| WORK EXPERIENCE |  |

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| 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 |

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| 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 |

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| 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 |

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| 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.​ |

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| EDUCATION AND TRAINING |  |

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

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Tagalog | | | | |
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| 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) | | | | |

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| 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​ |

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

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| 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) | | | | |