

 ***RAFAELA***

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## OBJECTIVE

Seeking a challenging career with a progressive organization that provides an opportunity and career enhancement, eager to put my best foot forward to learn and develop my skills and working in a team-oriented environment.

## QUALIFICATION SUMMARY

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A strong work ethic combined with commitment to excellence in all projects undertaken. A team player and can work effectively with different walks of life in accomplishing objectives. Exceptional public relations, interpersonal and leadership skills. Computer literate with the following programs: Microsoft Office Application and Internet Savvy. Exposed in the field of computer, manufacturing, trading and automotive.

## WORK EXPERIENCES

**Binbrook Motors & Equipment LLC** January 25, 2015 - present

Al Quoz 1 Dubai U.A.E

Receptionist/Sales Coordinator/ Follow-up Clerk

 Key Responsibilities:

 - Serving visitors by greeting, welcoming, directing and guiding them appropriately.

 - Answering, screening and forwarding any incoming phone calls while providing basic information needed.

 - Receiving and sorting daily mail/deliveries/couriers and perform clerical duties such as filing, photocopying & faxing.

 - Follow-up on sales quotation.

 - Submit daily, weekly, monthly quotation report.

 - Keep good customer relationship and maintain company quality policy.

 - Act as a document controller for sales staff files.

**SERVETECH Middle East General Trading LLC** November 22, 2009-February 19, 2012

Ras Al Khor, Dubai U.A.E

Receptionist

Key Responsibilities:

 - Serving visitors by greeting, welcoming, directing and guiding them appropriately.

 - Answering, screening and forwarding any incoming phone calls while providing basic information needed.

 - Receiving and sorting daily mail/deliveries/couriers and perform clerical duties such as filing, photocopying & faxing.

Sales Coordinator/Follow-up Clerk

Key Responsibilities:

 - Coordinate with the sales team by handling inquiries and quotations, filing important documents and communicating

 relevant information.

 - Ensure the adequacy of sales-related equipment or material and respond to the complaints from the customer and give

 after-sales support when requested such as catalogues, submittals and sample board.

 - Prepare daily, weekly and monthly quotation reports.

 - Keep good customer relationship and maintain company quality policy.

 - Explore new customer and expand business activities.

**Lexmark International (Phils.), Inc.**  April 14, 2004 – July 30, 2009

Mepz II, Basak Lapu-lapu City Cebu Philippines

Machine Operator

Key Responsibilities:

 - Refer to the program files for the print and total number of pages to be used for each product type in the PC and select

 appropriate program and monitor the Print pages for possible print defects

 - Perform activities indicated in the daily checklist on all test printers and after completing and have it signed by the supervisor.

 - Conduct Functional testing of finished cartridges and assure 100% quality products delivered to customer

 - Operates Inkfill machine and Printer Maintenance.

JDE Encoder

Key Responsibilities:

 - Transact Materials for production

 - Encode hourly output and transact daily scrap materials

Statistical Process Control Operator

Key Responsibilities:

 - Get Sample Produced material on all machines and conduct SPC analysis on the sample base on Machine Process Card

 - Update operator's daily Checklist

 - Monitor Machine Performance every 2 hours.

##  EDUCATIONAL ATTAINMENT

Vocational : ELE Technical Training Center & Recruitment Agency Computer Hardware Servicing NCII

College : University of Cebu Lapu-Lapu & Mandaue Associate in Computer Science

Highschool : Saint Alphonsus Catholic School Lapu-Lapu City Philippines

Elementary : Saint Alphonsus Catholic School Lapu-Lapu City Philippines

## TRAININGS & SEMINARS ATTENDED

Sort, Set in Order, Standardize, Shine, Sustain (5 S’) May 28, 2004

Work, Attitude, Values Enhancement May 31, 2004

Safety Training Orientation Program June 10, 2004

Synergy Workshop: Character Building September 17, 2004

Performance Management Process October 4, 2004

Occupational Health Safety Awareness System October 14, 2004

Synergy Workshop: Character Building October 16, 2004

IT Security Training Awareness October 20, 2004

Integrated Management System March 4, 2005

Built-In Quality Control June 4, 2005

Values Clarification Training July 26, 2005

Hazard Identification August 24, 2005

Computer Literacy September 8, 2005

TPM (Total Preventive Maintenance) March 14, 2006

Lean Six Sigma Overview September 22, 2006

New Reality November 11, 2008

JD Edwards February 04, 2006

## PERSONAL DATA

Age : 32 years old

Date of birth : September 19, 1984

Civil Status : Married

Height : 5’2”

Weight : 120 lbs.

Religion : Roman Catholic

Citizenship : Filipino