**Bernadette**

[Bernadette.36060@2freemail.com](mailto:Bernadette.36060@2freemail.com)

**Relevant Skills:**

* Proficient in MS Office such as Word, Excel, Power Point, Visio, Outlook, Access etc., Adobe Acrobat Professional, Adobe Photoshop, Visual Basic 6.0, C-Language, Macromedia Flash, Turbo Pascal.

**Keys and Strengths:**

* Ability to work independently. Good knowledge of clerical work. Able to adapt oneself to new surroundings. Competent. Work well with others.
* Detail oriented, flexible, hardworking, well organized and systematic, reliable, responsible and trustworthy.
* Positive attitude and team player with the desire to learn and become a long-term integral part of the organization.

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**Work Experience**

**Gulftainer Company Ltd.**

Sarh Al Emarat Bldg. Buheira Corniche

Sharjah U.A.E

**ONG Coordinator**

September 2012 up to Present

**Duties & Responsibilities**

* Working with General Manager – Iraq Branch, assist in developing a comprehensive workflow process for project specially Iraq projects (Shell Majnoon, ICT, UQLC, Basra Gas, Lukoil, MSC, etc.,).
* Maintain document control, database management, track project activities and team communication.
* Act as the central point of departmental information and procedure. Effectively and accurately communicate relevant project information to the client and project team.
* Supervise personnel which may include recommendations for hiring, performance evaluation, training, work allocation, and problem resolution.
* Sets up and manages support functions covering planning, tracking, reporting, quality management and internal communication.
* Coordinate and liaise with other departments regarding accommodation, booking and management, ticketing, customer service, sales and marketing.
* Maintains rapport with customers, managers, and employees by arranging continuing contacts, researching and developing new services and methods, setting priorities, resolving problem situations.
* Prepare and manage correspondence, reports and documents.
* Maintains records on computer spreadsheets, does word processing tasks and arranges meeting times and places as instructed.
* Communicate verbally and in writing to answer inquiries and provide information.

Responsible for incoming & outgoing documentsand issuing document transmittal.

* Establish work procedures and schedules, and keep track of the daily work of clerical staff.

Establish and maintain standard filing of all documents and correspondence according to the agreed filing system.

* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
* Perform other related duties as required.

**Gulftainer Company Ltd.**

Sarh Al Emarat Bldg. Buheira Corniche

Sharjah U.A.E

**Secretary cum Receptionist**

September 2010 up to 2012

**Duties & Responsibilities**

* Secretary to the Group Projects Manager.
* Maintain document control, database management, track project activities and team communication.
* Compose, transcribe and verify all communications and/or technical and administrative documentation of the department.
* Prepare letters, memos, presentations, reports and proposals as required.
* Maintains records on computer spreadsheets, does word processing tasks and arranges meeting times and places as instructed.
* Maintain schedules and calendars, organize and coordinate meetings, conferences, travel arrangements.
* Set up and maintain paper and electronic filing systems for records, correspondence, and other material.

Responsible for incoming & outgoing documentsand issuing document transmittal.

* Establish work procedures and schedules, and keep track of the daily work of clerical staff.

Establish and maintain standard filing of all documents and correspondence according to the agreed filing system.

* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
* Take and relay accurate and timely messages from telephone callers, and answer queries where possible.
* Provide administrative/clerical support to other areas of the company, as required.
* Perform other related duties as required.

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**KITO Enterprises L.L.C**

1607 Al Durrah Tower, Buhaira Corniche,

Sharjah U.A.E

**Planning Department Document Controller cum Department Secretary**

July 2007 up to August 2010

**Duties & Responsibilities**

* Received Payment Requests, Purchased Order, and Work Order and process for budget allocation.
* Compute, Analyze and Encode all Requested Payment (PR) and make a daily allocation list to be approved by Managing Director.
* Monitoring office expenses for each department.
* Prepare required information and reports.
* Check and monitor daily personnel onboard (POB) of the vessel involved during project.
* Check and monitor Daily Progress Report (DPR) of each project.
* Received Indents, review, monitor and registering Indents before sending to Procurement Department for purchasing.
* Arrange meetings of planning department manager.
* Make required letters.
* Follow up and monitor Vessel Weekly Report.
* Monitoring and updating the status of the Indents.
* Provides monthly and weekly Indent Status Report for Tehran Office.
* Keeping of confidential information & files
* Follow up and coordinate as per received work instruction.
* Perform other functions as may be expected and necessary by nature of job.

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**Carlson Corporate Center**

97 Bayani St, Cor Tomas Arguelles

Brgy. Dona Imelda Quezon City

**Dealers Department Customers Sales Representative**

Akari – Toshiba Lightings

June 2006 up to June 2007

**Duties & Responsibilities**

* Credit Investigator.
* Compute and Encode Salesman Commission.
* Authorized for the credit and terms approval of newly open account.
* Have all the access for the customer account.
* Authorized for customer sales order approval and sales clearances.
* Monitor the weekly and monthly collection per Agent.
* Updates and monitor monthly sales per Agent.
* Updates and monitor customer information and customer account.
* Receive calls, complaints and inquiry of customers.
* Giving necessary actions to all customer complaints.
* Required to attend management committee meeting once a month.

**Carlson Corporate Center**

97 Bayani St, Cor Tomas Arguelles

Brgy. Dona Imelda Quezon City

**Accounts Receivable Officer**

Akari – Toshiba Lightings

June 2005 up to June 2006

**Duties & Responsibilities**

* Receive all cash & check remittances from the customer.
* Make internal OR for cash and check payment.
* Follow up, collection and allocation of payments.
* Monitoring receivables and past due accounts and make daily collection calls and updating company records.
* Monitoring customer account details for non-payments, delayed payments and other irregularities.
* Create and modify documents using Microsoft Office.
* Monitor all collectible counter receipt.
* Have all the access for the customer account.
* Organizing a recovery system and initiate collection efforts.
* Communicating with customers via phone, email, mail or personally.

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**Allied Distributor**

# 161 L. Nadurata St.

Bet. 6th & 7th Ave. Caloocan City

**Accounts / Logistics Officer**

Caltex Philippines Inc. – Lubricant Division

June 2004 up to June 2005

**Duties & Responsibilities**

* Update and monitor customer information and customer account using Peachtree Accounting System.
* Responsible for Computerized Items Inventory using Peachtree Accounting System.
* Responsible for On-Line Purchasing of stocks/ items to the suppliers using Peachtree Accounting System.
* Prepare and monitor monthly expenses.
* Disburses meal allowances, salaries, petty cash, transportation, commission, and other expenses for agent and sales supervisors.
* Compute and encode salesman commission.
* Receive calls, complaints and inquiry of customers.
* Giving necessary actions to all customer complaints.

**Account Officer**

Philips Lighting Department

February 2003 up to June 2004

**Duties & Responsibilities**

* Receive all cash & check remittances from the customer.
* Monitor all collectible counter receipt.
* Required to do some other banking duties such as depositing and withdrawal of cash and checks as needed.
* Have all the access for the customer account
* Encodes van sales in Philips Lighting Ban Chiang System
* Check van sales daily inventory.
* Make internal OR for cash and check payment.
* Remit cash and check collection to finance department.
* Disburses meal allowances, salaries, petty cash, transportation, commission, and other expenses for agent and sales supervisors.
* Consolidates all expenses for the month & make a report to be encoded in the journal voucher.
* Encodes journal voucher form to journal voucher book.
* Handles inquiry and complaints from the customer.

**Sales & Marketing Staff**

Philips Lighting Department

April 2002 up to January 2003

**Duties & Responsibilities**

* Invoicing.
* Credit investigator.
* Authorized for customer sales order approval.
* Receive calls, inquiry and complaints of customer.
* Updates and monitor customer information and customer account.
* Monitor monthly and daily inventory through computer and manual checking.

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**Prime Solid Builders**

# 7 Ledesma St.

San Juan Metro Manila

**Sales & Marketing Staff**

February 2002 – April 2002

**Duties & Responsibilities**

* Invoicing.
* Monitor customer account.
* Receive and Check all the quantity and quality of all deliveries.
* Monitor weekly inventory.
* Call suppliers for ordering.
* Receive call and inquiry of the customers.
* Check the quantity of products during inventory.
* Receive complaints regarding deliveries.

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**Achievements**

Outstanding Student

April 2001

Gulftainer

Outstanding Student

February 2000

(STI) Systems Technology Institute College

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**Educational Background**

**College**

1997 -2001 **Systems Technology Institute College**

10th Avenue Caloocan City

**Bachelor of Science in Computer Science**

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**Seminars and Trainings Attended**

April 2016 Identifying Priorities Training

HR-Talent Management, Gulftainer Group

December 2015 Microsoft Excel 2010 Advanced

ExecuTrain LLC – Dubai UAE

October 2010 ISO Training Course 9001:2008, ISO 14001:2004 &

OHSAS 18001:2007 Management System

Gulftainer Company Ltd.

August 2007 ISO Training Course 9001-2000

Kito Enterprises LLC

May 2004 Peachtree Accounting System

Caltex Philippines Inc.

October 2001 Networking Seminar

Systems Technology Institute College

February 1999 Robotics and E – Business Seminar

Philippine International Convention Center

February 1998 Power of Multimedia

Philippine International Convention Center

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**Personal Vitae**

Age : 36 years old Birth Place : Caloocan City

Civil Status : Married Gender : Female

Religion : Roman Catholic Citizenship : Filipino