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|  | **SHIRLEY - FRANCISCO** |
| ID Picture.jpg | **Address:** Al Barsha, Dubai, U.A.E.**Email:** **Shirley.362221@2freemail.com***”Has 13 years of work experience with solid background in sales, customer service and office administration and policies and process audits. Self-motivated with great enthusiasm and determination to finish every task beyond expectation, with good communication and Microsoft office skills, have eyes to details and perseverance in attaining the highest standards in anything that is being undertaken.”* |
| EducationBachelor of Arts Major in SociologyUniversity of Santo TomasEspana, Manila, PhilippinesMay, 2001experience(*Records and certificates are readily available if required*)Kaizen Asset Management Services**Business Bay, Dubai, UAE****Property and Owners Association Coordinator*****Office Park Building – Dubai Internet City (Office and Retail Building)* I *Fortunato – Jumeirah Village Circle (Residential Property)* I *Solitaire Cascades – Dubailand (Residential Property)* | *Queue Point – Liwan (Residential Property)* | *Al Badia Residences – Dubai Festival City (Residential Property)***June, 2016 – present* Tenant Relations and Correspondences – Preparation of lease renewal notices, vacating notices, legal notices (i.e. bounced cheque, payment arrears, etc.), NOCs, circulation of general information and issuance of notice of violations.
* Tenant Contract Management – Tracking and documentation processing of offer to lease, renewals, extensions, addendums/variations
* Unit Management – Move-in and move-out inspections, regular unit inspections, issuance of unit reinstatement summary, facility maintenance coordination for as-built issues, HSE compliance monitoring.
* Financial Administration – Invoicing, receipting, payment monitoring and collection for rents, penalties and other fees, annual budget preparation.
* Facility Maintenance Coordination – Monitoring work orders, closely working with the FM Team to ensure that work schedules are adhered to and safety of the property and its tenants is prioritised.
* Other Administrative Tasks – Sourcing, comparing and recommending quotations for various supply and maintenance requirements of the building. Processing requests for quotation approval, payments to suppliers. Overseeing Security Team and implementing the property rules and regulations.

Brady Philippines Direct Marketing, Inc**Makati, Philippines****Senior Office Administrator**February, 2012 – January, 2013* Provided clerical and administrative support to the Site Sales Director.
* Prepared, formatted and maintained documents, presentations, reports and briefings.
* Provided logistical office arrangements – setting up meetings (both local and international), office supplies requests and gift certificates requests and distribution.
* Planned/organized and implemented/executed of monthly recognition program, office themes, seat plans.
* Liaised with training team for movement of training classes to operations floor.
* Performed compliance audits on ad hoc sales incentives, Team Leaders’ call monitoring and coaching documents, auto failure tracking and correction compliance, Notice to Explain and Disciplinary Action timeliness and completion.

Senior Team LeaderSeptember, 2010 – January, 2012* Supervised a team of 8-15 tenured outbound sales agents and later on handled 12-20 nesting sales agents.
* Tracked and analyzed team’s and individual’s key performance indicators: sales revenue, return rate, call quality and attendance.
* Conducted team and one-on-one coaching based on the results of the team and individual performance.
* Identified performance gaps and proposed solutions.

Citigroup Business Process Solutions, Pte., Ltd**Makati, Philippines****Sales Compliance Officer**April, 2007 – July, 2009* Supervised and motivated 5 staff as a senior officer of the team.
* Monitored sampling of booked sales calls and identified source of compliance issues and analyzed trend reports presented to clients in Sydney and Manila Operations Management team.
* Proposed action plans and liaised process improvement proposals internally and with the business counterparts in Sydney, Australia.
* Conducted group coaching with Citiphone officers concerned and facilitated Sales Compliance Road Shows as part of New Hire Orientation Program.
* Took part in interviewing internal candidates and training new Sales Compliance Officers.

Sales Coach February, 2006 – March, 2007* Motivated and supervised sales performance of 60-80 Citiphone officers, coached, implemented system and call scripts aiding the agents’ sales efficiency.
* Created weekly and monthly ad hoc sales incentive.
* Worked closely with the Team Leaders and Operations Managers to identify and address performance gaps through analyzing sales data versus sales plan and conducted strategic planning with the management and agents to achieve the individual, team and site goal.
* Worked with Training Team in updating sales training materials.
* Handled sales campaign awareness, incentive budget and addressing agents’ incentive issues (if there’s any).

Universalist Citiphone OfficerFebruary, 2004 – February, 2006* Handled call inquiries and requests from Credit Card, Consumer Lending, Wealth and Mortgage customers.
* Offered added services and products to credit card and consumer lending customers (i.e. credit insurance, balance consolidation, account upgrade, paylite promo, credit limit increase and supplementary card)
* Decked as a nightshft officer and provided floor support and took escalated/complaint calls from the night shifters.
* Proactively created modules/topics for Focus Group Discussions. opics for Focus Group Discussions.

Video City Commercial, Inc.**Quezon City, Philippines****Store Manager**April, 1997 – September, 2001* Managed overall operations of the assigned video chain outlet store.
* Handled store inventory of video tapes and VCDs for rentals and sales, logistics and office supplies.
* Acted as administrator for the equipment, bank deposits, facility maintenance and revolving/petty cash fund.
* Prepared daily and monthly sales reports.
* Facilitated on-the-job training for store managers, supervisors and customer service associates.
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