

***ABOUT***

Goal oriented, efficient and organized with knowledge and experience in the admin, retail and in the customer service field. Resourceful and effective at multi-tasking. Knowledge of Microsoft Office application such as Excel, Word and PowerPoint. Responsible and focused on achieving objectives, hardworking and fast learner.

***OBJECTIVE***

To obtain a long term position in an organization that will enable me to use my strong organizational skills and utilize my experience and expertise in providing excellent customer service.

***EDUCATION***

EMILIO AGUINALDO COLLEGE

Bachelor of Science in Respiratory Therapy U.N. Avenue, Manila, Philippines

1994 - 1998

RENATO S. CATRIZ II



Renato

[Renato.362776@2freemail.com](mailto:Renato.362776@2freemail.com)

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|  | ***WORK EXPERIENCE*** |
| Document Controller | July 2014 – June 2015 |
| STC (Oman) L.L.C. | Sobha Ivory 1, Business Bay, |
|  | P.O. Box 117045, Dubai, U.A.E. |

Perform, arrange and revise documents before submitting for approval. Manages incoming and outgoing projects documents. Updating all records by looking through both hard files and computer data base files on a regular basis. Presentation and filing of documents and drawings. Prepares, furnish and submit access pass for sub-contractors and materials to be delivered on site. Provided support and administrative services.



Sales Representative April 2012 – March 2014

DU Business Center Al Ghurair Centre Branch,

(Adecco M.E. Employment Agency) Deira, Dubai, U.A.E.

Responsible in registering all DU mobile numbers in line with the UAE Telecommunications Regulatory Authority (TRA) My Number My Identity campaign. Compile and summarize all customers complains, updates and requests thru Customer Relationship Management (CRM). Escalates subscriber’s complaint and concerned to the responsible team or representative. Meet and exceed target quota for registered numbers and subscribers.



Document Controller January 2010 – January 2012

Advaned Technology Investment Co. Aldar HQ Building, Al Raha,

(Sawaeed Employment Agency LLC) Abu Dhabi, U.A.E.

Administered and ensured filing of all documents on a daily basis. Monitored the movement of all files from the central library. Maintained back up of all files, both soft and hard copies. Updated all records and databases on ASAP basis. Manages incoming and outgoing documents, scanned and filed. Ensured that all files are regularly stored in the back up data warehouse. Provided support and administrative services.



Sales Staff / Cashier October 2007 – October 2009

Hallmark Dubai Festival City Mall

Gulf Greetings General Trading LLC DFC Dubai, UAE

Perform good customer service, greet, help and assist customers to find the best product they are looking for. Responsible for all cash handling (Cash Sales, Till, and Cash Deposit) Meet sales targets and monthly quota. Receive and check deliveries and arrange as instructed. Monitor and update sales display areas. Merchandise and replenish the sales floor area, implementing stock rotation system and checking the stocks availability within the sales floor area and stock room.