

Yolanda

 **DOCUMENT CONTROLLER / SECRETARY**

 Yolanda.363267@2freemail.com

Al Wahda, Abu Dhabi, U.A.E.

##  PROFESSIONAL SUMMARY

**A dynamic, driven, career oriented and willingness to learn an ability to manage many tasks has allowed me the opportunity to pursue many different responsibilities within the field of documentations and administration. Has an extensive background of managing people, customer service, front-line /receptionist.**

##  EXPERIENCES

Document Controller 18 March 2015 –13 Dec. 2016

**ALTORATH INTERNATIONAL ENGINEERING CONSULTANTS L.L.C. Abu Dhabi, U.A.E.**

Maintain document control registers for incoming and outgoing project documents. •Handling all types of incoming and outgoing submissions.. •Understand the transmittal & material sample request, registered cycle with Revisions. •Segregating the Project Documents manually and electronically by Contractors, Discipline, System, Forms. •Responding to queries regarding revisions status of Issued Drawings, Material Request Approval and Documents from Engineer. •Maintaining files & documents for the efficient operation of the office. • Manual & electronic documentation of all job related correspondence. • Carefully analyzing the documents before stamping. •Updating vacation leave, joining duty, time sheet individually finalizing by summarizing monthly and submitting to Admin Dept. •Preparing correspondence if requires. •Typing, re-arranging, and finally compilation of all discipline Site Visit Reports before forwarding to Sr. Planning Engineer• Reporting directly to PM / CM while assisting all Core Engineers additionally anticipating and responding to site Engineers call, requests and instructions.

Sr. Rental Sales Agent 9 Nov. 2008 – 23 Feb.2015

**FAST RENT-A-CAR Abu Dhabi, U.A.E**.

Responsible for welcoming, offering, advising and providing client's requirement.• Processing rental agreements in smooth and efficiently manner. •Disclose rates and possible-optional vehicle category requirements. • Screening and validation of the client's presented documents. • Monitoring and updating documents, payments during rental and unpaid rentals after sales. • Ensure the client's comprehension about the rental procedures and terms. • Up-selling optional services. • Responsible for counter reception, receiving calls, adheres and resolving complaints, problem if manageable before transferring to Customer Service Representative for final directives to other departments.• Responding to customer/ corporate inquiries and complaint via email. • Responsible for filing all related and support documents/ attachments. • Coordinating to concern or related department (i.e. accounts). • Reporting to supervisor for daily sales target. • Updating of vehicles' availability, registration, repair and maintenance. • Thorough follow-up in fleet department for smooth and accurate operation. • Monitoring and confirming the damages and charges of the concern/ particular client or company by double checking the cycle of vehicle movement.

Sales Agent 10 Nov. 2001 – 20 Dec. 2005

**JUMEIRAH EMIRATES TOWERS HOTEL Dubai, U.A.E.**

Responsible for taking restaurants reservation• Responsible for Food and Beverages order. • Coordinating on confirmed bookings and cancellations. • Maintaining daily revenue by thorough up selling, • Responsible of daily cash float. • Maintaining paper works in efficient and timely manner like; receiving and responding e-mails• Conveying the relevant information to the right person or departments• Updating roster and allocation of waiter on daily assignments against their daily/weekly schedule. Receiving, responding calls and inquiries• Ensure the progression of monthly report summary and daily sales revenue• Maintaining the efficient and professional sequence of service on daily basis through internal and external customer.

Front Desk Receptionist 20 Aug. 1998 – 31 Oct. 2001

**THE PRESIDENT HOTEL Dubai, U.A.E**.

Responsible for checking IN/OUT hotel guest in timely and proper documentations.• Responding and receiving telephone calls and inquiry• Responsible for Rooms Reservation, preparing letter purchase. • Ensuring sales calls and promotions from time to time. •Maintaining the In-house guest file by prompt screening against the police report. •Responsible for checking of billings before final checking OUT of hotel guests. •Assisting the guest by office requirements like; their fax, e-mails, scanning and documents to type or re-type. •Follow ups transportation for guest arrivals and departures. •Responsible in flight booking and tour booking for guest leisure time• Responsible for taking restaurants reservations. • Responsible for Food and Beverage orders. •Coordinating on confirmed bookings and cancellations. •Maintaining daily revenue by thorough up selling.

HR Assistant / Team Leader 05 Nov. 1990 –20 Dec. 1992

**NOAH’S GARMENT MANUFACTURING L.L.C. Manila, Phils.**

Responsible for updating the company’s Time Cards. • Updating notice board and memorandum. • Receiving and distributing the daily office requisitions of all department heads. • Organizing the daily overtime schedule of all employees. •Summarizing the late comer, absences employee and submitted to accounts for data input. •Arranging and distributing meal and budget in case of overtime required / Checking the necessary stationery, materials consumables •Supervise the group operation department by checking their entire finished products. •Maintaining the daily roster and overtime of regular employees. •Checking and submitting total finished product done by the Piece Rate staff• Fully responsible of the Finishing Department.

## EDUCATION

Studied Civil Engineering 1988 - 1990

UNIVERSITY OF THE EAST Manila, Phils.

HR and ADMINISTRATION MAY – JULY 2016

THE FILIPINO TRAINING INSTITUTE Abu Dhabi, U.A.E.

MS OFFICE and INTERNET MARCH – JUNE 1999

THE EMIRATES EDUCATIONAL INSTITUTE Dubai, U.A.E.

## PERSONAL DETAILS

Nationality: Filipino Civil Status: Married

Height: 5’4” Weight: 150 lbs.

Visa Status: Visit Visa Expiration: 06 June 2017