

**Mila**

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**Professional Profile**

A skilled professional executive with proven track record of supporting senior business figures in the management of leading corporate firm.

**Dedicate**d and **Self-driven** Executive with almost **9 years of experience** in providing outstanding support to senior managers in general office management, acting as a liaison between managers, employees, clients and suppliers to ensure proper lines of communication. Has the ability to **handle multiple tasks** simultaneously. Maintain **excellent communication skills**, problem resolution abilities, and a high-level of confidentiality.

**Core Skills**

* Clients Liaison ( transaction and Client Complaints)
* Telephone Call Handling
* Time and Diary Management
* Critical thinking, decision making and problem -solving skills, has the ability to prioritize independently
* Knowledge of **Primavera**, **Wrench** - Electronic System and FACTS (**ERP**), **ACONEX** and strong computer skills with proficiency in **MS Office**.

**Career Summary**

**Operations Executive /Customer Support Specialist Timeless Store FZC**

**October 01, 2015 – March 31, 2017**

* Support the Development Brand Manager for implementation of new strategies, liaise with clients, perform documentation and make the sales force efficient by the proper understanding of the products.

**Essential Responsibilities and Duties**

* Report directly to the Business Development Manager.
* maintain front desk procedures including contact information, directions and frequently requested company information
* The **key point of contact** between the Client and the Company as well as promoting products and sourcing for new clients.
* Manage problems and issues faced by the buyer and deal with complaints, ensure to deliver the correct products in a timely manner to maintain trust with the clients.
* **Conduct market research** and updated sales strategies for promoting products according to latest market status/trend and product features.
* Manage Sales Report, Return Register, Petty Cash, Invoices and other related costs.
* Log, track, **manage online accounts** and maintain Customer/Client contact records.
* Initiate/suggest a plan to meet the deadlines within stipulated time.
* Organize the details of travel arrangements, corporate agendas and itineraries.

**Executive Assistant & HR Admin *Tecnosistemi FZ LLC IMESA SPA Group of Companies***

**March 2014 – September 2015**

* Support the Managing Director and Project Managers in presentation, editing documentation required for Site Project.

**Essential Responsibilities and Duties**

* Report directly to the Managing Director.
* Maintains executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
* Play a key role for **screening candidates** by conducting telephonic or personal interviews, maintaining a database and sourcing candidates that match desired skills.
* Provide administrative and clerical support to the departments e.g. faxing, sending emails to clients, reports. BOQ Preparations, presentation and logistic operations.
* Submission of correct documentation to TECOM (via online and counter), booking travel arrangement, arranging work visa, TECOM cards application for the current and newly hired employee.
* Organize **periodic renewal of licenses and cards** (e.g. Trade license, certificates, insurances, P.O. Box, building maintenance contract, Staff health card, insurances, parking and establishments’ cards.
* Maintain database of all passports and residence visa by scanning all documents and updating the records when details change.

**Project Secretary /Document Controller *Al Ghurair Construction –Aluminum***

***October 2011 – December 2013***

* Support two- senior business figures for a leading construction firm; a Focal point for our Iraq, Saudi, Qatar and UAE projects as well as maintaining execution Tracking Log for all projects.

**Essential Responsibilities and Duties**

* Report directly to the Regional Manager and Execution operations Manager.
* Receive request from the originating team and prepare **Purchase Order (PO)** in the system for Finance approval.
* Process invoices by verifying the correctness of details and amount, once verify and attached all the supporting documents for payment.
* Plan and coordinate corporate luncheons, and develop presentations for related on-site and off-site meetings.
* Coordinate all activities related to the Document Control procedure for our Project outside UAE, including technical, shop drawing and correspondences.
* Ensure that all **controlled Quality documents** related to the Project are maintained to the latest issue, and that these documents are made available at all locations where operations essential to the effective functioning of the Quality Management System are performed.
* Facilitate the accurate documentation, registers, filings and distribution for the project team and department.
* Responsible for receiving catalogs, electronic copies of all internal and external technical drawings, reports and related information for Site Projects.

**Secretary/ Document Controller *Al Habtoor Leighton Group***

**May 2008 – September 2011**

* Provide administrative support to the Project Director and Commercial Department to ensure the smooth running of the department operations.

**Essential Responsibilities and Duties**

* Assist Commercial and Planning manager for weekly and monthly reports.
* Maintain supplies inventory by checking stock to determine the inventory level; anticipating needed supplies, placing and expediting orders for supplies.
* Answer telephones and direct calls efficiently or take accurate messages where appropriate.
* Schedules and coordinates appointments, meetings and events.
* Update Request for information and Request for change registers and files.
* **Control & maintain the system** for issuance recording /filing, tracking, Retrieval of documents like procedures, plans, **QA/QC records**, Specifications, drawings and related documents.
* Maintaining all correspondence and other transmittals from the Clients and other contractor/suppliers /vendors in a systematic way to facilitate an easy reference at all time.
* Update records and correspondences thru **WRENCH System**- Electronic Document Management System)/ **Primavera**.

***Nation Confectionery Inc.***

**July 2001 to June 2004 - Quality Auditor for General Milling Project - KDO coffee Products.**

**July 2004 to April 2008 – Procurement Officer / Warehouse Clerk**

**Education and Qualifications**

2016 – HND Business Studies BA (Hons) Management Sharjah, UAE

Westford School of Management

1995 – Associates in Arts (Commerce and Computer Studies) Manila, Philippines

Jose Rizal University

1992 – High School (Tertiary Level) Iloilo, Philippines

Leon Ganzon National High School

1988 – Primary and Elementary Level Iloilo, Philippines

Balasan Elementary School

**Special Courses Attended**

**Project Management Professionals (2011)**

Cambridge Institute, Dubai, UAE

**Planning and Scheduling**

PMI Certified

Al Habtoor Leighton – Training School

* **With UAE Driving license**