****

**JOSEPHINE**

**JOSEPHINE.367373@2freemail.com**

**CAREER OBJECTIVES**

To pursue a challenging career in an organization where my knowledge will be an asset and will open ample opportunity to enhance my skills to attain results, which shall contribute to the growth of the organization.

**EDUCATIONAL ATTAINMENT**

**College Degree** BACHELOR OF SCIENCE IN COMPUTER SCIENCE

 Sacred Heart College

 Philippines

 Graduated year 2005

**PROFESSIONAL EXPERIENCE**

**March 2010 – MARCH 2017 PERSONAL ASSISTANT TO THE MANAGING DIRECTOR**

 **EXECUTIVE SECRETARY**

 **RECEPTIONIST / CUSTOMER RELATION OFFICER**

 **EVENTS SPECIALIST**

 **SOCIAL MEDIA COORDINATOR / Content Writer**

 **Company: *FONOON CEREMONIAL SERVICES***

**Abu Dhabi, UAE**

**DUTIES AND RESPONSIBILITIES:**

* Directly reporting to Managing Director – providing administrative and business support.
* Management of schedules, meetings, correspondences and high volume of calls from marketing level to inquiries
* Involvement in management discussions on the organization's policies, strategic development and marketing plans.
* Handling and management of inquiries, reservations, complains and payments.
* In-charge for accounts receivable. Preparation of daily invoices, monthly statement and monitoring of payment schedule.
* Preparation and reviews of contract - corporate and marketing promotions.
* Supervision and checking of daily operation and completing daily duties timely and ensuring that the office runs efficiently.
* Plays as a team leader and enhance communication between staffs and solves problem which does not require involvement of the higher management.
* Delegating work to staff and managing workload and output
* Performs additional duties that maybe assigned from time to time in the absence of the person in-charge such as handling and disbursements of petty cash, preparation and submission of payroll (WPS) and other responsibilities that may be assigned.

**Events SPECIALIST**

* Daily operation – reservation, transportation (schedule and timings) and accounts (collection and payment).
* Preparation of calendar of events and monitors booking schedule.
* Event facilitator (local and overseas clients) – supervising the event from schedule to requirements and overlooking the smooth functioning of the event.
* Anticipate any problems that might take place and then try and eliminate them before the event
* Manage events technical production

**August 2009 – February 2010 PERSONAL ASSISTANT TO THE VICE PRESIDENT**

 **EXECUTIVE SECRETARY**

 **Company: *CHINA BANK SAVINGS (Subsidiary of China Bank)***

 **Makati Philippines**

* Preparation of proposals, contracts, quotations and conduct appointments and meet clients to explain the benefits of the product.
* Follow up on customer’s queries and monitors the gain on their investments and ensuring that update is given to the customer.
* Performs corporate correspondence and business communication.
* Prepares monthly sales report.

**March 2005 – July 2009 SHIFT MANAGER / Team Leader voice and non-voice support**

 ***RIO SUPPORT (Japanese based company)***

 ***CALL CENTER (TECHNICAL SUPPORT)***

 **Makati Philippines**

* Attends to customers’ needs, preparation of proposals, price quotations - personal inquiries and mails, and preparation of contract and explanation of terms and agreement to the clients.
* Perform follow ups on complaints and schedule after sales service (product maintenance).
* Preparation of business correspondence such as product orders (product stocks and accessories, office supplies), requests, and sponsorships and marketing, requests for schedules of meeting.
* Handing 200+ manpower per shift
* Prepare employees schedule, day offs, submit monthly attendance reports to the HR

**SKILLS AND ORGANIZATIONAL EXPERIENCE**

* Over 9 years of experience in Secretarial, Personal Assistant, Office administration, Customer Service, Operations, Client and Sales Management
* Good communication, presentation and inter-personal skills
* Proven leadership qualities and ability to work as a team
* Excellent communication and strong negotiation skills
* Detail oriented, self-motivated, analytical and capable of solving problems, Industry Analysis – Sector Research Reports
* Well-organized and highly efficient working in a multi-tasking dynamic environment.
* Well adept in an office routine work.
* Excellent command of English, in verbal and in written communication.
* Self driven initiative and performance of the highest quality, with keen attention to detail.
* Has the ability to set priorities according to urgency.
* Proficient in MS Office applications such as MS Word, MS Excel, MS PowerPoint.
* Can work under pressure and minimum supervision
* Result oriented and able to work in a team environment.
* With background in basic accounting.
* Excellent interpersonal skills and very good in multi-tasking.

**PERSONAL INFORMATION**

 Age : 32 yrs. old

Birth date : 01 May, 1984

Nationality : Filipino

Civil Status : Single

Visa Status : Visit Visa

**REFERENCE**

*Available upon request*