**Arlene**

**Arlene.367411@2freemail.com**

Dear Sir / Madam,

On my all previous jobs, I have learned to support the alignment of goals with the overall organizational strategy and to handles customers well in different manners. As my responsibility of complying with project management processes and providing detailed reporting on completion status means that I ensure the results delivered will meet your organization's strategic goals. I would be glad to be part and involved in the process of setting and monitoring the achievement of objectives in a simple, transparent and practical manner in your company. Today’s fast evolving world brings forth innumerable challenges for marketing firms and other companies; I have emerged as self-reliant, intelligent and motivated individual. And also I want to use my educational attainment to serve your company and to have a better living.

I completed my Bachelor of Business Administration in Polytechnic University of the Philippines, majoring in Marketing.

I enclose my resume as a first step in exploring the possibilities of employment with your prestigious Organization.

I would like to serve your organization with the best of my abilities, Thanks for your due consideration.

Sincerely yours,

**Arlene**



CURRICULUM VITAE

**OBJECTIVE:-**

A responsible employee for the International Projects or Management Organization of high repute & to work in a challenging, dynamic & competitive environment & presentation skills by making an effective & result oriented contribution to the common goal.

**COMMUNICATION SKILLS:-**

English, Filipino

**ACADEMIC PROFILE:-**

SY (2000-2004) - **Bachelor in Business Administration Major in Marketing**

 Polytechnic University of the Philippine

Sta. Mesa, Manila

**COMPUTER PROFICIENCIES:-**.

* Strong software application skills in Microsoft Offices
* Windows Vista, Windows 2000 Professional, Windows XP,
* Strong knowledge in the usage of Internet & Emails.

**PERSONAL STRENTH:-**

* Strong interpersonal skills having ability to take responsibilities & solving problems.
* Result oriented, Comfortable, creative mind & well experienced with PC’s.
* Physically fit, active, enthusiastic & excellent team member.
* Excellent communicator, verbal & written.
* Energetic, Self – Motivated, Sincere, honest, friendly & desirous to grow.
* Highly versatile to people & situations.
* Can easily adjust to different environments & works well with people from varied culture

**CAREER PROFILE AT DIFFERENT COMPANIES:-**

**Darwish Bin Ahmed and Sons – Umm Al Nar, Abu Dhabi U.A.E ( Main Office )**

**Company: Darwish Bin Ahmed and Sons – Umm Al Nar, Abu Dhabi, U.A. E. ( main Office)**

**Period: March 2014 - present**

**Position: Administrative Assistant**

**Department: Administration / Procurement**

**Responsibilities:**

**PROCUREMENT**

* Receiving request from department Department, requesting quote from different suppliers, analizing quote and process the LPO after approval.
* Responsible to receive all the requests from all divisions/departments and log the request
* Monitor and tract the requirements
* Check the requirement with current stock list for ready availability; if not, arrange for approval of the request.

**PURCHASING ADMINISTRATION:**

* Responsible to follow up the orders from the suppliers.
* Intimate concerned offices for estimated time of arrival of goods.
* Check for the discrepancies, namely, specification, quantity, quality, breakages, etc.
* Arrange for the acknowledgement of the delivery note and send request along with the appropriate documentation to Finance Department for the purpose of making timely and accurate payments.
* Coordinate and arrange statements of accounts from the suppliers and forward to finance for payment preparation.

**DISPATCH:**

* Responsible to receive delivery of items and also required to arrange for storage and dispatch, as per material requisition request.
* Ensure to replenish regular used materials and if required, order for new materials.
* Manage and maintain inventory of items and do systematic stock keeping of supplies and other materials, so as to ensure timely distribution to the employees and divisions. Ensure all time availability of supplies/printing stationeries (gift items, letter head, envelope, material requisitions, and petty cash vouchers.)

**ADMINISTRATIVE SUPPORT:**

* In absence of any team members, relieves/fill in the position, as advised.
* To assist to plan daily schedule of drivers related to: delivery and collection of documents from suppliers, group of companies and departments, procurement of daily supplies etc.
* Answers the telephone, provides information, takes messages and/or directs calls to appropriate personnel (when required)

**Galaxy Express Courier – Abu Dhabi U.A.E.**

**Company: Galaxy Express Courier - Abu Dhabi U.A.E.**

**Salam St. Abu Dhabi U.A.E**

**Period: May 12, 2012 – March 2014**

**Position: Operations Coordinator/ Administrative officer/ Customer Service Executive**

**Responsibilities:**

* Handling All out scan and in scan shipments ( Delivery point and collection point )
* Coordinating to other co – Loaders ( Agent )
* Location familiarization ( high in Abu Dhabi and Dubai , Bit of other UAE Emirates )
* Inbound and Outbound Calls with regards to customer satisfaction
* All related work to customer Service.
* All related work to Administrative.

**Fusion BPO Services, Phils., Inc.**

**Company: Fusion BPO Services, Phils., Inc.**

**6th floor, Oriet Square Building, F. Ortigas Jr. Road, Ortigas Center, Pasig City, Philippines**

**Period: April 05, 2010 up to April 10, 2012**

**Position: Sales Specialist/ Sales coach**

**Responsibilities:**

* Handling Calls in prompt and polite manner.
* Having survey from the people of United Kingdom
* Leading a team
* Trouble shooting
* Communicating different transactions regarding the lifestyle of UK

**Alkhaja Group of Companies**

**Company: Alkhaja Group of Companies (Hediard Paris Café) Burjuman Branch, Bur Dubai Dubai U.A.E.**

**Period: June 30, 2006 up to November 07, 2007**

**Position: Head of the Store**

* Ensuring correct operation and balancing of cash registers & daily reporting
* Creating a harmonious team orientated environment amongst all staff within the restaurant
* Maintaining a high level of customer satisfaction at all times
* Maintain clean and orderly checkout areas.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Issue trading stamps, and redeem food stamps and coupons.
* Resolve customer complaints.
* Answer customers' questions, and provide information on procedures or policies.
* Cash checks for customers
* Offer customers carry-out service at the completion of transactions.

**Foodlink Group of Companies (Shoe Mart SM Megamall Branch)**

**Inihaw express/Chins’ Express**

A reputable company in food chains business located mostly in all Food Court Malls.

**Company: Foodlink Group of Companies**

**Period: June 2004 up to February 2005**

**Position: Head of the Store/Supervisor**

**Responsibilities:**

* Maintaining a high level of customer satisfaction at all times
* Maintaining dining room order of service according to the restaurant’s quality and service standards
* Safety and cleanliness of front of house staff, customer areas and areas surrounding restaurant, ensuring all cleaning and maintenance schedules are complied with.
* Ensuring correct operation and balancing of cash registers & daily reporting
* Recruit and induct floor and bar staff (ensuring adequate skilled staff levels are maintained at all times)
* Organising the roster to ensures all shifts deliver high service standards
* Covering extra shifts as required, in the case of staff shortages, to ensure service standards are maintained
* Increasing sales at all opportunities through customer service staff practicing up selling and cross selling
* Ongoing product knowledge and sales training to maximize sales and increase average spend (Food Costing).
* Maintaining set labour costs
* Creating a harmonious team orientated environment amongst all staff within the restaurant
* Assist in the planning for future development of facilities and service improvements
* Ensuring that the most suitably qualified person is appointed in the event of your vacancy. This includes a smooth succession of transfer - wherever possible this should be an internal promotion.
* Ensuring disciplinary action is taken for breaches of company regulations.
* Maintaining high standards of morale and personal appearance of all staff.