**CHARITO**

**CHARITO.367735@2freemail.com** ****

**WORK SUMMARY**

* *Proven experience in sales coordination or in other administrative positions or additional duties.*
* *Computer literate, knowledgeable in EPICOR / ORACLE System.*
* *Excellent and confident communication skills*
* *Well-organized and responsible.*
* *A team player, with a keen eye for detail and the ability to prioritize workload*
* *Quick learner with the ability to adapt to new technologies in a short period of time and work well within aggressive timelines*
* *Able to multitask and prioritize departmental functions to meet deadlines.*

**WORK HISTORY**

**COMPANY :** ALMOE GROUP OF COMPANIES ( ALMOE DIGITAL SOLUTIONS)

**INDUSTRY:** Distributor of Mainly **Epson Projectors/Samsung Panels/ SONY, Draper, Bose etc.**

**POSITION:** Sales Coordinator

**DATE :** October 2016 – March 2017

**LOCATION :** Oud Metha, Dubai, UAE

**JOB DESCRIPTION:**

* *Processing all orders (Client Purchase Orders) accuracy and timeliness.*
* *Preparing Quotation’s, Invoices, Proforma Invoice.*
* *Preparing Weekly and Monthly Report – Forecast.*
* *Knowledgeable in Epicor System.*
* *Tracking Sales Orders to ensure that they are scheduled and sent out on time.*
* *Maintains confidentiality and security of all sales reports information and internal*
* *Effective at listening to, understanding, and clarifying concerns raised by sales members and staff.*
* *Responsible for the smooth operation of sales department at all times, monitor phone calls/ email Inquiries.*
* *Ensuring that all inquiries are dealt with accurately, timely and professionally.*
* *Proper filing of document issue for particular customer.*

**WORK HISTORY**

**COMPANY :** SGTC-PRO (a Division of Bhatia Brothers Group of Companies)

**INDUSTRY:** Distributor of Mainly **QSC System** / **PA System/ BGM System.**

**POSITION:** Logistics Coordinator / Sales Support Operations /Tele-sales

**DATE :** May 2011 – September 2016

**LOCATION :** Airport Road, Dubai, UAE

**JOB DESCRIPTION:**

**Logistics/Import – Export Coordinator / Accounts Assistant**

* *Communicate effectively. Since. Primarily involves liaising with clients, couriers and other operational departments.*
* *Monitor and co-ordinate deliveries of items between suppliers and customers to ensure that all orders are delivered on time.*
* *Process Asia shipments within the system.*
* *Process purchase orders.*
* *Knowledgeable in Oracle system.*
* *Proper filing of document issue for particular customer.*
* *Keep track on customer's sales records and price change information*
* *Liaise with freight forwarders, request quotation & compare pricing on customer Export shipment and arrange for cargo collection.*
* *Conducting monthly meeting with productions and sales team for monthly sales report and to be submitted to our Division Manager.*
* *Sending Statement of Account to the client in monthly basis.*
* *Collection of the payment from the client*.

**Telesales / Sales Support Operations**

* *Generating Leads.*
* *Making a significantly high number of daily outbound calls to prospective clients.*
* *Contact existing customers and new prospects.*
* *Call customers to check their details and update contact records.*
* *Help to improve customer relationships and increase customer retention.*
* *Achieving monthly sales targets.*
* *Attends inquiries, complaints and other customer related concern.*
* *Preparing quotation.*
* *Updating database.*

**COMPANY :** GOLDCREST PROPERTIES LLC – DUBAI, UAE

**INDUSTRY:** Real Estate

**POSITION:** Customer Service Coordinator / Secretary-Receptionist

**DATE :** 2009 - 2011

**LOCATION :** Shk, Syed Rd, Dubai, UAE

**JOB DESCRIPTION:**

* *Assisting Existing Clients and Visitors.*
* *Answers all incoming calls and directs as appropriate.*
* *Handling bookings, travels, and courier.*
* *Arranging meetings, taking minutes and keeping notes*
* *Ordering and maintaining stationery and equipment supplies*
* *Organizing and storing paperwork, documents and computer-based information.*
* *Assisting the entire department when they need.*
* *Dual responsibility as secretary to Managing Director of company and also customer service coordinator.*
* *Sending out rental renewal notices and preparing revised contracts.*
* *Coordinating with all parties (Tenant and Landlord) for payments and signatures.*

**COMPANY :** RAMEE GROUP OF HOTEL – REGENT BEACH RESORT

**INDUSTRY:** Hotelier

**POSITION:** Telesales Executive / Sales Coordinator

**DATE :** 2007 - 2009

**LOCATION :** Jumeirah 1, Dubai, UAE

**JOB DESCRIPTION:**

* *Ensuring the highest standard of guest care at all times.*
* *To provide information to guests / companies on hotel facilities and to promote hotel services wherever possible.*
* *Source leads, meet deadlines and meet / exceed targets while under pressure.*
* *Maintaining and developing relationships with existing customers via meetings, telephone calls or emails...*
* *Calling or visiting potential companies to prospect for new business.*
* *Providing administrative duties by updating all the databases in daily basis.*
* *Follow up on clients activities and determine their needs to give them the proper service.*
* *Up selling the products and the facilities of the hotel and of the Ramee Group, as well as the promotion of its F & B outlets.*
* *Prepare correspondence to guests, internet bookings reports, visa application documents and file maintenance.*
* *Coordinates with other departments within the hotel to provide quality service to the guests.*

**PERSONAL INFORMATION :**

**Date of Birth** : 15 August 1980

**Nationality** : Filipino (Philippines)

**Marital Status** : Single

**Visa Status** : Employment Visa

**Driving License** : Available

**EDUCATIONAL BACKGROUND:**

**Tertiary:**

**Field of Study/Major** : Foreign Service

**Institute/University** : Lyceum of the Philippines

**Year** : 2000 to 2001

**Secondary School:**

**Institute/University** : MNHS, Philippines

**Year** : 1993-1999

*References are available upon request.*