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|  |   MARICEL CURRICULUM VITAEMARICEL.371408@2freemail.com  |  |

#### PROFILE SUMMARY

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| Customer service and supply chain professional with an impressive portfolio of successes and experience to ensure that a company delivers the highest standards of service to customers. Equipped with more than 5 years of experience in customer service and supply chain of multi-national company focusing on sales support & customer satisfaction regionally (Middle East, Africa & CIS). Advanced communicator with all levels of staff, management, clients and partners in multi-cultural environments. Skilfully forge and cultivate mutually-beneficial relationships. |

#### CORE SKILLS AND COMPETENCiES

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| Corporate Communications | PR | Relationship Management | Copywriting | Customer Services | Negotiations | Presentations | Budget | Forecasts | Supply Management | Documentation.MS Office | Advanced Excel| Office Administration Language Skills: Native – English / Filipino  |

#### PROFESSIONAL EXPERIENCE

### MURRAY GOULBURN CO-OPERATIVE CO. LTD (MENA, CIS & AFRICA)

**CUSTOMER SERVICE & SUPPLY CHAIN EXECUTIVE**

**OCT 2013 to PRESENT**

*MG produces a full range of high-quality dairy foods, including drinking milk, milk powder, cheese, butter and dairy beverages, as well as a range of ingredient and nutritional products, such as infant formula. MG supplies the retail and food service industries globally with its flagship Devondale, Liddells and Murray Goulburn Ingredients brands.*

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| * Manage large amounts of incoming calls, actively handle MGs customers Inquiries through e-mail, telephone or face to face on a timely and professional manner.
* Build mutual beneficial relationships with distributors so that the entire supply chain works in a cooperative way.
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution keep records of customer interactions with export operation coordinators of every specific market.
* Follow up on the Projects (delist, design change etc.) and coordinate with other stake holders to have smooth transition and on the right time.
* Follow up on claims from distributors, stock returns, and orders impact.
* Communicate with stakeholders on daily and weekly basis, ensuring plans carried out accurately, issues are communicated and dealt in the best way and on timely manner.
* Communicate with appropriate internal teams with any warning ( OOS risk, manufacturing delays etc.) before the upload of the volumes.
* Monitoring stocks and shipments and relatively participation to the forecast and ordering processes
* Support on the preparations of monthly cycle meetings. Co-operate with other team members by providing back-up support in the performance of job duties as required.
* Coordinating with Logistics department for customs clearance of goods, cargo shortages etc. Follow up on the port operations & clearance formalities at final destinations to stay up to date with changes, prices, developments, requirements and alerting others when needed.
* Process customer orders accurately through use of MGs ERP system and following MGs pricing list to ensure on time delivery and customers satisfaction.
* Maximizing sales, closely communicate and negotiate with Distributors about order taking, PI issuance, reminder of payment, delivery instruction. Sending confirmation of the confirmed Proforma or D/P Instructions to the distributors.
* Follow-up the outstanding payments of the customer through the concerned sales staff.
* Attending monthly meeting along with all the companies head sales and taking note of minutes of the meetings.
* Plans and monitors office expenditures. Managing, maintaining and reconciling petty cash and cheque payments and submitting monthly expense reports to head office.
* Maintaining calendars and travel arrangements, screening, analysing, and responding to incoming correspondence, handling day-to-day problems and situations.
* Organizes and facilitates meetings, conferences, and other special events; coordinates and attends meetings, and participates in discussions, as appropriate.

***Key Achievement:**** Project managed Devondale UHT Milk debut in the Middle East from artwork development to supply management.
* Participated in Gulfood 2014 & 2015 entire event managed and participated for MG – Middle East Branch
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**JABER MEASAM FOODSTUFF LLC – DUBAI (UAE)**

**ACCOUNTS RECEIVABLE**

**OCT 2011 – SEP 2013**

*JM Foods llc is the source for all your food and beverage requirements specialized in HORECA supplies in UAE. A private owned company, established in 1996 boasts an extensive variety of the finest produce sourced from leading suppliers across the globe.*

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| * Assist with the end-of-month billing on software system and other reports to close monthly.
* Prepares and distributes monthly financial reports, and types of correspondence, schedules and other reports.
* Maintains major project files containing purchase orders, cost estimates, sales invoices, etc.
* Maintains various reports for auditors.
* Responsible for client billing & Prepares orders and sales logs.
* Contracts customers to expedite payment of past due invoices.
* Correcting any charges under or over what is posted and checking for missing charges with coordination sheets.
* Maintain direct bill receivable account of individuals, which do not pertain to a group.
* Sending invoices / statement of accounts with copy of charges to client.
* Handling client inquiries pertaining to individual folios and master billing.
* Files monthly / quarterly / annual sales tax returns / debit note / credit note.
* Prepare local purchase orders and sending to suppliers by email / fax.

***Key Achievement:***Increase collection speed amounts and controlled granting credit to customers helping the company with improved bottom line. |

#### ACADEmic Education History

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| * Post Graduate Diploma in Supply Chain Management and Logistics (Westford School Of Management) 2017
* Bachelor of Science in Secondary Education, Major in English (Cotabato City State Polytechnic College) 2004-2008
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#### TRAINING & COURSES

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| * Microsoft Excel 2010 Advanced (ExecuTrain)
* Office Administration (Parker Administrative Training)
* MS Powerpoint (Parker Administrative Training)
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#### PERSONAL DETAILS

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| * Date of Birth: June 07, 1987
* Married
* Nationality : Filipino
* Driving License: UAE
* Languages known: English, Tagalog
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