**Louise**

**Louise.372374@2freemail.com**

**3 Years Experience in:**

**Executive Assistance / Administration /**

**Document Control**

“To contribute my skills and knowledge for the achievement of the

company’s goals and objectives. Deadline driven with outstanding

organizational and multi-tasking skills. Fast learner with strong ability

to work independently.”

# Professional Qualification

Skills

**Professional**

English Communication ◼◼◼◼

Telephone Etiquette ◼◼◼◼◼

Written Expression ◼◼◼◼◼

Time Management ◼◼◼◼◼

Problem Solving ◼◼◼◼

Dedication & Hard Woking ◼◼◼◼◼

Strong leadership ◼◼◼◼◼

Resourceful, analytical, detail-oriented and self- motivated ◼◼◼◼◼

Exceptional Versatility ◼◼◼◼◼

**Technical**

Microsoft Outlook ◼◼◼◼◼

Microsoft Office ◼◼◼◼◼

Autocad 2d & Sketch Up ◼◼◼

Basic Troubleshooting ◼◼◼◼

Microsoft Project ◼◼◼◼

**Personal**

Friendly ◼◼◼◼◼

Optimistic ◼◼◼◼◼

Understanding ◼◼◼◼◼

Patient ◼◼◼◼◼

Multi-tasking ◼◼◼◼◼

*Scholar:*

**Diploma in Information Technology**

Dr. Filemon Aguilar Information Technology - Manila, Philippines

# Professional Experience

**Administrator / Document Controller**

****Reporting to: Managing Partner & General Manager

**Intaglio Décor LLC** – a part of Arms Group of Companies Dubai UAE

**June 2014 – Present**

Intaglio Decor L.L.C an Interior Architectural Practice was established on **April 2014** in Dubai to meet the growing international market demands for quality bespoke interior design and décor. The company currently provides turnkey solutions from design concept through procurement, manufacturing to on site execution.

**Duties and Responsibilities:**

**Administrator / Executive Assistant**

* Provide administrative support on one on one basis and dealing with secretarial and administrative task for both external and internal.
* Arranging travel, visas and accommodation for the Executive Managers and staff.
* Taking notes or dictation at meetings or to provide general assistance during presentations.
* Screening phone calls, enquiries and requests and handling them when appropriate.
* Meeting and greeting visitors at all levels of seniority.
* Organizing and maintaining Manager’s diaries and appointments.
* Dealing with incoming email, faxes and post, often corresponding on behalf of the General Manager and Managing Partner.
* Organizing and attending meetings and ensuring the manager is well prepared for the meetings.
* Liaising with clients, suppliers and staff.
* Sending inquiries to suppliers and finding a supplier locally and internationally to meet both company and client’s material requirement and demands.
* Prepares Project Plan using MS Project software.
* Prepares office reports, material submittals and technical data sheets, memos, letters, bill of quantities and other documents using word processing, spreadsheet or database.
* Taking on some of the manager’s responsibilities and working with the management.
* Decides and delegates work to others in the manager’s absence.
* Participating in the recruiting process, analyzing employee turnover and retention, addressing employee matters and organizing work activities for the company.
* Coordinating with the Human Resources Manager and works with both current and new hires employee.

**Document Controller**

* Devising and maintaining office system including data management and filing.
* Control all aspects of project documentation on multiple simultaneous projects, utilizing various control methods/systems.
* Prepare, operate and update Document Control Procedures in line with the Company’s Document Management System.
* Ensure proper document control support is given to each project.
* Produce and maintain Document Progress Reports to Project Managers.
* Ensure all documentation provided is as per Client quality formatting requirements. Formatting may include correcting templates, fonts and style, pagination and numbering and other activities that may be required to achieve a client’s documentation requirements.
* Create Document Control and correspondence folders for individual projects.
* Work in strict co-operation with the Project Manager to ensure project progress status integration.
* Ensure all templates used with the department conform to the Company standard.
* Ad hoc duties as required to assist the project team.

**Technical Support/ Customer Service**

Reporting to: Line Leader

**First Source Solution Pvt. Ltd, Manila, Philippines**

**May 2009 – May 2014**

(Company Origin: Mumbai, India)

First Source Solution Pvt. Ltd is an Indian Business Outsourcing Company which sub-branched to Philippines, providing innovative, customer-centric Business Process Management (BPM/BPO) solutions to the world’s leading organizations – across the [Telecommunications & Media](http://www.firstsource.com/us/telecom-and-media/overview), [Banking & Financial Services](http://www.firstsource.com/us/banking-and-finance/overview), [Insurance](http://www.firstsource.com/us/insurance/overview), [Healthcare](http://www.firstsource.com/us/healthcare/overview) and [Publishing](http://www.firstsource.com/us/publishing/overview) industries. Serving over 100 global clients – from multiple delivery centers and in various languages – supported by a [26,000+ global workforce in India, the Philippines, Sri Lanka, the USA, and the UK](http://www.firstsource.com/us/about-us/global-presence). To on site execution.

**Duties and Responsibilities:**

* Handling internet activation orders from high profile businesses in USA (e.g. Bank of America, PGA Tour, Morgan Stanley, JP Morgan Chase Bank)
* Handling inbound and outbound calls from the Networking Engineers of Verizon USA
* Connecting the circuits and Ping Testing using our company’s Software Matrix
* Doing head to head testing with Networking Engineers from AT&T USA (company’s competitor) just to make sure that the circuits I made on my side are error free and ready for internet activation
* Doing troubleshooting if there’s a problem occurs on our client’s side
* Should complete my orders on time based on the client’s preferred date
* Receive and sending emails for any escalations and to escalate our competitors to do the work on their side immediately to avoid any cause of delays.

**Personal Details**

**Nationality:** Philippines

**Marital Status:** Single

**Birth Date:** 06, Nov. 1990

**Visa Status:** Employed

**Reference**

*\*\*\* Further information & reference will be furnished on request. \*\*\**