

**GRACE**

Deira, Dubai, United Arab Emirates

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***OBJECTIVES***

* To work in an organization where I am provided an opportunity to combine my knowledge, skills, and experience and use it as an effective tool to execute the assigned responsibilities and deliver excellent results consistently

***SKILLS AND ABILITIES***

* Good organizational skills and attention to detail.
* Good administrative and computer skills.
* The ability to work without supervision and use my own initiative.
* Knowledgeable on Microsoft Office Applications (Word, Excel and Powerpoint)
* Creativity when dealing with problems.
* The ability to work under pressure and to strict deadlines.

***WORK EXPERIENCE***

* Company: VIVA Communications Inc.

Job Title: **Admin Assistant/Coordinator**

Duration: March 2017 to February 2018

*JOB DESCRIPTION*

* Receives and gives contracts/records/materials from Viva head office to Viva South and vice versa.
* Follows up and coordinates necessary deliverable of each business units to Viva South and ensures that deadlines and targets are met.
* Assists the business development unit in the implementation of projects; encodes necessary date.
* Records incoming and outgoing documents.
* Attends regular meetings of Viva South.
* Follows up requests and update superiors.
* Acts as link between business units in the head office and Viva South.
* Company: Curo Teknika Inc

Job Title: **Team Leader**

Duration: October 2016 to February 2017

*JOB DESCRIPTION*

* Monitors and ensures that production level and key performance metrics are met and maintained on an optimal level, as a team and on a member level.
* Conducts work planning, estimation and prioritization to optimize performance of group/resources.
* Sustains professional and mutually beneficial relationship with client through maintaining an open communication on how to improve mutual KPMs, business situation and relation.
* Does high level audit and review on accounts escalated by client (usually with complicated issues) and those that would impact key performance indicators.
* Handles and creates operational and team reports.
* Evaluates direct reports and provides formal counseling, coaching and mentoring to staff.
* Company: HC Consumer Finance Philippines Inc.

Job Title: **Collection Supervisor**

Duration: April 2014 to September 2016

*JOB DESCRIPTION*

* Manage the operators for the Early Collections team which includes:
	+ - Train incoming operators for Early collections depending on their skill.
		- Coordinate with necessary departments on immediate concern of the assigned team including but not limited to the following; IT, Human Resource, Training.
		- Handle supervisor calls including escalated complaints.
		- Monitor the attendance and other disciplinary matters within the assigned team.
		- Supervise operators on their operational tasks
* Create and monitor reports on daily results.
* Supports management in the implementation of Collections initiatives/Projects.
* Coordinate with Operations Customer Service for collection related issues.
* Company: HC Consumer Finance Philippines Inc.

Job Title: **Collection Operator**

Duration: November 2013-May 2014

*JOB DESCRIPTION*

* Understands the client’s needs through effective listening and asking questions.
* Taking calls politely, courteously, professionally and assertively.
* Communicating relevant information to internal and external clients.
* Adhering to agreed processes, meeting required work standards, targets and objectives.
* Provide accurate information to clients.
* Assisting clients’ regarding their inquiries.

***PERSONAL BACKGROUND***

 **Age :** 24 **Date of Birth :** July 25, 1993

 **Place of Birth :** Dagat-dagatan, Caloocan city **Height :** 5'3"

**Civil Status :** Single **Nationality :** Filipino

***EDUCATIONAL BACKGROUND***

**Tertiary:** Bachelor of Arts in Mass Communication

Major in Broadcast

 Centro Escolar University

 Malolos City, Bulacan, Philippines

 2009-2013

**Secondary:** St. John the Baptist Catholic School

 Calumpit, Bulacan, Philippines

 2005-2009

**Primary:** St. John the Baptist Catholic School

 Calumpit, Bulacan, Philippines

 2002-2005

 F. Mendoza Elementary School

 Calumpit, Bulacan, Philippines

 1999-2002

***ACTIVITIES AND ACHIEVEMENTS***

* Leadership co-curricular awardee

Centro Escolar University

* Dean’s Lister awardee 2012-2013

 March 11, 2013

 Centro Escolar University-Malolos

* Dean’s Lister awardee 2011-2012

 March 12, 2012

 Centro Escolar University-Malolos

* People’s Choice Awardee in SIPAT, Inter-collegiate documentary competition

UP Diliman, College of Engineering Theater

* Radio Veritas Segment anchor and technical staff 2012

Quezon City, Philippines

* Best Documentary Director

Video festival 2012

Centro Escolar University, Manila

***ON-THE-JOB TRAINING***

* Business Development Group

News and Current Affairs Department

ABS-CBN Broadcasting Corporation

Mother Ignacia St., Quezon City, Philippines

November 2012-December 2012

* Tambayan 101.9 Sa’n ka pa!

Manila Radio Division

ABS-CBN Broadcasting Corporation

Mother Ignacia St., Quezon City, Philippines

January 2013-February 2013

**I hereby certify that the above information is true and correct to the best of my knowledge and belief.**

**GRACE**

Applicant’s Signature