**Email ID:** [**janneth.379681@2freemail.com**](mailto:janneth.379681@2freemail.com)



**JANNETH**

**24 years of professional experience in Administration, Operations, Human Resources, and Logistics services.**

**OBJECTIVE: Seeking a challenging position within a professional environment for career advancement. To be a part of your dynamic company and to work in an environment that promotes teamwork.**

**PROFESSIONAL EXPERIENCE**

**June 2017- December 2017** **TEG Consultants** **DSO Dubai, UAE**

**Operations Manager**

**Liaise and coordinate with the other Department in order to maintain business function.**

**Oversee budget preparation for operations department along with the CTO. Plan, direct, and coordinate support services for the organization such as office**

**administration, reception, office maintenance, drivers dispatch, office supplies etc. Work closely with CTO and CEO and management team to set and /or implement**

**policies, procedures and systems and to follow through with implementation.**

**Assist in recruitment and placement of required staff, establishment of organizational structure.**

**Ensure that all workings are manufactured in a correct, cost effective and timely manner in alignment with specification and quality requirements.**

**Monitor office supplies, materials, test equipments and negotiate terms with suppliers to ensure the most cost effective orders.**

**May 2015 - May 2017** **3WNETWORKS FZE** **DSO Dubai, UAE**

**TAC Customer Care Support (Engineering & Sales Division)**

**Develop and grow a new after sales Service Management function**

**After initial deployment, continuing to manage the account to insure customer satisfaction and account profitability**

**Create proposal for warranty and non-warranty repairs.**

**Manage order procurement process check acknowledgements create status reports**

**Communicating with the internal team and the client to ensure that tickets have been addressed and resolved to the client’s satisfaction.**

**Utilizing and maintaining the Knowledge Base for issue resolution and customer support.**

**Ensure high quality, up-to-date documentation exists for all service arrangements.**

**Ensure test labs are maintained to agreed standards and all relevant testing is documented.**

**Responsible to tickets sent to our Help Desk email group. Provide input into the company service strategy.**

**Establishing and managing communication channels within and among departments—being the liaison to provide customer feedback to the Senior Management Team (Project Managers and Directors).**

**Establishing and coordinating calls/updates to communicate incident status both internally and externally**

**Efficiently coordinate the flow of information and elements between the client, project leads and the production team.**

**April 2006 - May 2015** **3W NETWORKS FZE** **DSO Dubai, UAE**

**Administration Manager**

**In charge of visa application for new recruits, maintaining personal files of all staffs & looking into company car, accommodation, and license & lease renewals.**

**Provides historical reference by developing and utilizing filling and retrieval systems.**

**Monitoring of Administration staff annual leave report for the HR Director.**

**Monitoring and verifying of company insurance such as Medical, Motor, Marine insurance etc.**

**In- charge of management & staff accommodation.**

**Responsible for visa applications to various countries preferred to be visited by requested staff.**

**Supervising the Administration Department.**

**Arrange and coordinate internal & external trainings of the staff.**

**Ensure that Operations department requests are resolved and communicated in a timely manner to internal and external parties.**

**Handling of all works pertaining to Dubai Silicon Oasis through DSO Portal.**

**Maintaining records of all company mobile phones & arranging GSM with roaming services and arranging petrol cards for all company vehicles.**

**Liaison with Etisalat, Real Estate Agents, Municipality and other private and government companies.**

**Liaise and coordinate with the other Departments in order to maintain business functions.**

**Oversee budget preparation for operations department along with the COO. Plan, direct, and coordinate support services for the organization such as office**

**administration, reception, office maintenance, drivers dispatch, office supplies etc. Planning, monitoring, and appraising job results. Initiate, coordinate, and**

**enforce systems, policies and procedures.**

**Quality**

**Investigate or arrange for all accidents and near –misses to be investigated, prepare a report on findings and include recommendations to prevent further occurrences.**

**Prepare Prequalification documents related to Quality for Tender submission. Maintain Q Share Database.**

**Arrange Personal Protective Equipment (PPE) to personnel for sites mobilization. Promote the minimization of pollution and waste.**

**Identify and report on Quality & Safety related problem.**

**June 2004- April 2006 3W NETWORKS FZCO** **JAFZA Dubai, UAE**

**Executive Secretary to the Managing Director**

**Attend meetings and keep minutes.**

**Receive and screen phone calls and redirect them when appropriate**

**Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.)**

**Travel & hotel arrangements for executives and staff.**

**Handle confidential documents and ensuring they remain secure.**

**Prepare invoices or financial statements and provide assistance in bookkeeping.**

**Monitor office supplies and negotiate terms with suppliers to ensure the most cost-effective orders.**

**Maintain electronic and paper records ensuring information is organized and easily accessible.**

**Conduct research and prepare presentations or reports as assigned.**

**Independent handling of all works pertaining to Jebel Ali Free Zone Administration through Dubai Trade Portal.**

**In charge of visa application for new recruits, maintaining personal files of all staffs & looking into company car, accommodation, and license & lease renewals.**

**Preparing commercial invoice & packing list and submit the invoice to Dubai Chamber of Commerce (DCCI) for issuing the Certificate of Origin by using on line services.**

**Aug. 2003- May 2004** **Gulf Agency Company (GAC) JAFZA Dubai, UAE**

**Systems User (Marks & Spencer Account)**

**Handling export/import documentation for JAFZA customs clearance. Preparing Air Way Bill of stock to be dispatched.**

**Creating & issuing of pick sheets and intake sheets in the warehouse. Preparing daily reports for the Operation Retail Manager.**

**Maintain control of stocks to insure accuracy of physical inventory in inventory management system.**

**Preparing & issuing of gate pass to be brought out in the distribution center. Verify that quantities and prices are accurate on all incoming & outgoing**

**shipments.**

**May 2001- July 2003** **Gulf Agency Company (GAC) JAFZA Dubai, UAE**

**Stock Handler (Marks & Spencer Account)**

**Assuring 100% picking & checking delivery accuracy.**

**Responsible for picking orders for local and overseas distribution outlets (i.e. Kuwait, Bahrain, Qatar, Oman, UAE) stores.**

**Tipping & binning intake stocks in the warehouse. Maintains housekeeping in the warehouse.**

**July 1997- May 2001 Emirates Petroleum (EPPCO)** **Dubai, UAE**

**Senior Customer Service Representative**

**Registering cash and card transaction of the customers.**

**Ordering, receiving, and merchandising of stocks from various suppliers. Monitoring and returning expired / damaged goods to suppliers.**

**Handles Company promotions, i.e. DSF, Citibank, etc.**

**Conducts monthly and year – end physical inventory of all merchandise in the store.**

**Preparing daily computerized sales report derived from petrol sales & convenience store sales.**

**Preparing daily cash deposit cash to the Bank.**

**June 1994- Apr.1997 Ginza Japanese Restaurant Cebu City, Philippines**

**Purchasing Officer**

**Coordinate and transact purchase of goods from both domestic and foreign suppliers.**

**Responsible for daily data entry of incoming and outgoing stocks transaction. In charge of releasing items requested by the Operation Department.**

**Supervise staff in the Stock Department.**

**Arrange and organized items received from the suppliers.**

**EDUCATION**

**COLUMBUS UNIVERSITY USA**

**MBA (Specializing in Operations Management)**

**LANGUAGES**

**Tagalog, English, and Knowledge of Arabic, Hindi, Nihongo (Japanese)**

**KEY COMPETENCES AND TRAININGS**

**Planning and Organizing, Attention to Detail, Confidentiality, Time Management, Initiative, Stress Tolerance. Human Resources Management, Logistics and Warehouse Operation training, Import**

* **Export Distribution training, Knowledge of MS Office, Cash Management, Inventory Reports, Food / Beverage training, Customer Service Training, First Aid and Fire Fighting conducted by DPA**
* **JAFZA Fire Dept. Knowledge of Xero and Great Plains accounting software, valid UAE driver license holder**

**PERSONAL INFORMATION**

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| **Place of Birth** | **:** | **Cebu City, Philippines** |
| **Nationality** | **:** | **Filipino** |
| **Religion** | **:** | **Christian** |

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