 **Rocelynn**

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**Summary**

* Highly motivated, well-organized and Customer service oriented associate with Nine years’ experience in corporate office settings.
* Friendly, engaging and motivated face in the office, comfortable performing a variety of roles, including Trainer, Coordinator, and Office Administration, Front office reception, Personal Assistant and organizational point of contact.
* Good communicator and planner with strong judgement, critical thinking and multi-tasking abilities.
* Good at motivating the office and keeping morale high by encouraging employees to participate in various organizational events and gatherings. Good facilitator of improving communication between departments.

**Skills**

* Strong organizational, administrative and general office skills.
* Proficient in all Microsoft Office applications and ERP systems (Oracle Retail Store Systems).
* Confident Trainer and communicator with good written and verbal communications skills.
* Good in providing solid and essential back up to key positions and projects.

**Work Experience -** *Organization: Landmark Retail Limited, Dubai*

***Role: Trainer - Store Processes and Systems June 2014 – May 2017***

* Develop Training materials –for E-learning and class room training
* Preparation of Storyline and other visual displays that aid in the training
* Provided comprehensive training for system implementation projects.
* Carry out the evaluation process for the trainees and trainee feedback collation
* Seek regular feedback from management and trainees regarding training sessions.
* Optimize the training based on the feedback and tailor the training based on the maturity of the audience – to improve training effectiveness
* Revise existing training manuals and materials based on revision / new release of solution

***Role: Coordinator – Training March 2012 to May 2014***

* Carry out Training Needs Analysis across the group to identify potential candidates to be trained
* Plan and prepare training portfolio and capacity (training rooms/trainees)
* Plan and prepare training calendar (Rolling six weeks) and publish the same
* Coordinate with respective business teams for nomination of trainees (based on TNA)
* Organize Training sessions as per the training calendar and training need
* Allocation of training sessions to the respective trainers

***Role: Administrative Assistant October 2008 to February 2012***

* Managed reception area, including greeting visitors/trainees and assist and direct visitors and clients
* Responding to telephone and in-person requests for information.
* Coordinate and scheduling meetings, including booking rooms, teleconferences and food arrangement.
* Creating reports and presentations for Office Manager to present to department heads
* Responsible for coordinating with travel desk for travel arrangements, such as visa, transport, accommodation, medical insurance, meals, and car hire
* Ordering and Maintaining inventory of regular office supplies.
* Maintain office records and project /training related information.
* Received and distributed faxes and mail in timely manner.
* Arrangement and scheduling of “fun place to work” events and gatherings
* In charge of getting in touch with facilities for any office complains like electricity, AC, carpentry, etc. and make sure that it gets rectified at the soonest

**Education**

**Bachelor of Science in Business Administration**

Notre Dame of Dadiangas College,

University in General Santos, Philippines

**Technical Proficiencies**

Microsoft Office, MS Word, MS Excel, MS PowerPoint, Adobe Captivate, Adobe Photoshop, Adobe Light room, Fluent in English

**Interests**

Photography, Photo Editing, Travelling