**CRISTINA**

Email: cristina-395531@gulfjobseeker.com

**Objective :**

To achieve a professional position in the organization that can offer me a challenging career,

 implementing my skills and will provide growth with personal development and where my experience

 will help in achieving the company’s goal and also to be a part of the company where I can impart

 my knowledge and skills.

**Education:**  Bachelor of Science in Business Administration.

**Work Experiences:**

***DOCUMENT CONTROLLER***

**Jebel Ali, UAE**

**Dec. 2016 up to present.**

**Job Description**

* Responsible in ensuring that the projects documentation is managed, recorded and transmitted in

 accordance to ISO procedures and executed to a high quality and standard.

* Preparation, development, maintenance and monitoring of project schedules to report

 deficiencies risks and opportunities to improved on contractual agreement and ensure that it is on

 track to meet deadlines and committed deliverables.

* In coordination with engineering, Procurement, QMS and Finance, coordinate the preparation and

 active monitoring of project progress reports.

* Coordinate, participate and contribute to project progress review and planning meetings and

 activities.

* Participate in the definition and performs the effective execution of Document Control Projects .
* Provide documentary evidence for variation claims, change requests and justifications for any

 instance where the company has to refer to inwards or outwards project documentation in

 accordance to ISO procedures.

***ADMIN ASSISTANT/OPERATION MANAGER***

Deira, Dubai, U.A.E.

March 2012 – October 2016

**Job Description**

* Reading and understanding all the incoming and outgoing mails.
* Segregating emails according to importance and urgency.
* Proving tasks/assignment to the rest of the staff daily.
* Checking and ensuring all the enquiries and queries being attended accordingly and efficiently.
* Checking and finalizing quotations before sending out to the clients.
* Sourcing out the best reliable companies to purchase goods.
* Arranging delivery schedule of the driver in a timely manner.
* Checking items till packing and labeling to ensure exact package are being delivered.
* Monitoring all back orders are being placed and follow up to ensure lead times are met.
* Assuring all client requirements are being attended and responded in time.
* Checking of Invoices and Statement every month end.
* Coordinating with couriers, airlines and freight forwarders with regards to the consignments.
* Responsible for deposits and withdrawals, cash or cheques.
* Preparing business letters, notices and emails.
* Handling complains, delayed consignments, etc.
* To ensure client satisfaction to prolong good business relations.

***CUSTOMER SERVICE EXECUTIVE***

Al Quoz,Dubai,U.A.E.

August 2011 – January 2012

**Job Description**

* Attending all types of enquiries,sea,air,land,import,export and cross trades.
* Responding to the enquiries by email,by phone or face to face.
* Preparing quotations after finalizing the best rate from airlines,shipping lines and agents.
* Responsible for updating the client accordingly to their shipments.
* Assuring all client requirements are being attended and responded in time.
* Keeping track of all the shipments in order to provide accurate updates.
* Responsible for monitoring all shipments until it is being delivered to the consignee.

***SECRETARY/RECEPTIONIST/ACCOUNTS ASST./ CASHIER***

Sharjah,U.A.E.

July 2008 – July 2011

**Job Description:**

* Issuing cheques and putting records in the system in an accurate manner.
* Responsible for monitoring expired cheques as well as uncollected cheques.
* Attending phone calls in professional and friendly manner.
* Operating fax machine,scanners,copying machines,etc.
* Preparing cheque dispatch,stock requisitions and courier pouches.
* Preparing and updating cheque lists in order to provide accurate record.
* Filling of invoices,ledgers,cheque dispatches,bills,etc
* Maintaining office stocks and supplies to ensure smooth flow of the office.
* Credit card transactions and credit card statements tallying.
* To ensure efficient cashiering procedure in order to minimize complains.
* Handling exchange and return of items.
* Counting the cash float before starting and ending of duty
* Accepting cash and credit card payments
* Giving change, vouchers, coupons, receipts, etc.
* Thank the customer in a way they will feel that we valued them much to give them

 excellent impression that this is the perfect place and environment to go for shopping.

**Personal Data:**

Age : 36 Years Old

Visa Status : Employment