E

**JENNIE**

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**PERSONAL STATEMENT**

*“I feel that my greatest strengths are firstly my strong commitment to providing a professional service to customers and fellow colleagues. Secondly, my skill at developing and maintaining a close working relationships with people from all social backgrounds, which in turn helps me to gain an in-depth understanding of their individual needs. Thirdly, my real passion for the administration and consultancy field as a whole, an obsession which allows me to spot trends and develop best practice processes.”*

**AREAS OF EXPERTISE**

* MS OFFICE Proficient
* Receptionist
* Customer Service
* Secretarial
* Answering queries
* Document management
* Note Taking
* Handling Schedules

**PERSONAL SKILLS**

* Effective time management
* Multi-tasking
* Proactive
* Organizational skills
* Effective teamwork
* Process oriented
* Ability to communicate effectively including writing skills
* Initiative, ability to manage own time
* Responsible
* Reliable and trustworthy
* Maintains confidentiality
* Leadership

**EDUCATION**

**Bachelor of Science in Computer Science**

National University

Manila, Philippines

April 1996

**Vocational Course**

**Computer Secretarial**

**Cora Doloroso Career Centre**

Manila Philippines

June 1991

**CAREER HISTORY**

**Customer Services Executive**

*Suites 703 – 704, Liberty House, Dubai International Finance Centre (DIFC), Dubai, UAE*

**U Turn Tax Refund LLC**

06 April 2017 – 02 July 2017

* Prospect / contacting potential and new clients via sales calls, direct mail, email and networking events to establish rapport and set up meetings.
* Develop, build and manage a client base locally and international corporate account also approaching subsidiaries/group companies of client.
* Arrange scheduled visits to client’s office to perform invoice retrievals, audit foreign payment and foreign travel expense file and to provide reports.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedure.
* Ensures all required documentation is obtained from client in correctly-completed format within specified time frame to avoid rejections/re-submission of claims.
* Manage enquiries from clients, customer complaints and liaise with related parties for follow-up actions and handle account-related services.
* Deal with administrative duties involving tax claim compilation: Invoice separation, calculation of VAT amounts, creating letters of explanation for clients to sign, collection of all country required documents.

**Compliance Officer**

*Dubai Outsource Zone, Dubai, UAE*

**Mashreq Bank**

May 2016 – February 2017

* AML review and monitoring of accounts as required for KYC / AML policy and Compliance SOP.
* Data analysis of various compliance reports.
* Conduct AML enquiries/ investigations upon directives received from the Compliance Manager on an on-going basis as per the latest regulatory requirements and internal compliance guidelines, policies and procedures.
* Review / clearance of Payments / Foreign Trade referrals from Sanctions perspective.
* Assisting in preparation of Suspicious Transaction Report (STR).
* Specially assigned for a Compliance Project for Audit and Data Mining.

**Sales Support Coordinator**

*King Abdul Aziz, Sharjah, UAE*

**Mashreq Bank**

April 2014 – April 2016

* Screen / evaluating applications that are submitted to ensure that the product is in accordance to company’s policy and quality of checking/ scanning.
* Ensure that the reject rate is less than 5% as well as ensure satisfactory audit.
* Manage Red Flags such as MER, ONR; provided to make sure that the account opening exemptions do not reach an escalation to the senior management.
* Liaise with Sales and Operations for all application processing.
* Check daily disbursals, sending originals by keeping transmittal records with ZERO escalation, prepare internal reports and email correspondences.
* Maintain Safe In & Out register for effective Chubb Management / Key Register / UFR log and Shredding Log.
* Responsible for the security cheque register and logs for shredded cheques.
* Ensure all administrative requirements are fulfilled for the respective units.
* Provide assistance to newly joined staff and ensures that all accreditation programs are attended.

**Senior Sales Officer**

*EBV Building Dubai, UAE*

**Mashreq Bank**

January 2013 – March 2014

* Meeting, exceeding Sales Targets and achievement of goals based on Key performance indicators.
* Conduct appointment with customer in profiling them, obtaining customer’s financial sources and closing sales by providing the best solution according to client needs.
* Attend trainings to know more about the product to be able to sell and monitor the customer’s preference to determine focus of sales efforts.
* Undertakes proactive promotions in enhancing the awareness in products, services, policies and procedure of the bank.
* Develop marketing strategies to compete with other providers of the product.

**Insurance Sales Agent**

*Sharjah, UAE*

**MetLife Alico**

February 2011 - November 2012

* Sell various types of insurance policies to businesses and individuals on behalf of the insurance companies.
* Attend meetings, seminars and programs to learn new products as well as sales practices.
* Contact underwriter and submit forms for processing and obtain binder coverage.
* Call on policy holders to deliver and explain the policy.
* Using a database, contact prospect clients, set appointments and do Fact Finding. Provide information about the premiums and explain the policies. If needed, customize insurance programs to suit the need of the client.
* Develop marketing strategies to compete with other companies that are selling insurance.
* Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.
* Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
* Monitor Insurance claims and renewals, as well as book keeping and maintain records to ensure that policy is settled equitably.
* Perform administrative tasks such as maintaining records and handling policy renewals.

**Personal Assistant to GM and Sales Administrator**

*Dubai, UAE* **Afra Technical Solutions**

June 2010 - January 2011

* Provide support to the General Manager and Operations Manager.
* Responsible on all email correspondences as well as scheduling meetings, memos, taking minutes of the meeting and properly disseminating to the concerned departments.
* Screen phones call and handling customer requests and inquiries.
* Maintaining a good customer relation, keep a proper database customer files and information.
* Take orders via phone calls or emails, enter the orders in the system and ensure delivery on the date promised.
* Organize the personal files of the managers, keep diaries, schedule appointments, take minutes of the meeting and handle corresponding memos.
* Responsible for all aspects of management and administration job such as filing, keeping track of the general files of the company, employees for the following contracts, attendance, salaries, leave dues, health cards, etc.

**Sales Officer**

*Dubai, UAE*

**Barclays Bank PLC**

October 2007 - May 2010

* Responsible for acquiring new customers for credit cards and motor insurance.
* Discuss the offer and the terms and conditions of the products and ensure that the customers are aware about the promotions that are beneficial to them.
* Achieve and exceed individual targets.
* Develop an active sales pipeline or database of qualified prospects.
* Update the customers on the application status and customer enquiries.
* Provide quality customer service and improve relations with the customer constantly.

**Property Management and Sales Consultant**

*Dubai, UAE*

**Platinum Real Estate**

December 2004 - September 2007

* Managing and updating the direct properties of the Landlord in the accordance to Renewal notices, Tenancy Contracts and complaints.
* Present leasing/purchase offers to clients and act as intermediary in negotiations between buyers and sellers.
* Generate lists of properties that are compatible with client guidelines, coordinate appointments to seller and arrange show-around to prospective buyers.
* Responsible of planning and carry out of marketing campaign in aiming of increasing sales.

**Administration Officer**

*Manila, Philippines*

**Emerald Headway Distributors, Incorporated**

September 2001 - September 2004

* Providing information to customers if needed, update and maintain customer logbooks.
* Creating and editing presentations. Documents, memos and reports.
* Provide quality Support not only to the Top management but to other colleagues and be a team player.
* Perform administration duties such as taking charge of petty cash, maintain employees records, handle business correspondence
* Perform all administrative duties for the office and staff in coordination with the management.
* Maintain employee’s records and follow up matter relating to benefits, attendance, salaries, leave, employment contracts etc…
* Handle business correspondence and reports
* Organize meetings, appointments, conferences, travel itinerary and ensure workable time table.
* Maintain a professional organization in an appropriate manner, in absence of the managers.

**Senior Accounts and Administration Assistant**

*Umm Al Quwain, UAE*

**Dreamland Aqua Park**

April 1997 - July 2001

* Provide support to the top management that pertains to email correspondences as well as scheduling meetings, memos, taking minutes of the meeting and properly disseminating to the concerned departments.
* Manage MIS, muster roll maintenance, wages preparation and disbursement.
* Handle bank reconciliation, petty cash, cheque payments and revenue income.
* Organize cash, bank ledgers and sales
* Handle invoicing and settlement of receivables
* Control purchases by using LPO and purchase requisition process.
* Responsible for all aspects of administration / HR related duties such as filing, keeping track of the general files of the company, employees for the following orientation, contracts, attendance, salaries, leave dues, health cards, travel arrangement for each staff / Managers, etc.
* If needed assists Ticket Booth counters or the reception and switch boards duties.

**PERSONAL DETAILS:**

**CIVIL STATUS : Single**

**NATIONALITY : Filipino**

**VISA STATUS : Residence**

**LANGUAGE SPOKEN : Filipino and English**

**DRIVING LICENSE : VALID UAE Driving License**

*Reference available on request*