******

***ANNA***

***ANNA.146791@2freemail.com***

**CAREER OBJECTIVE:**

To acquire a suitable position wherein I can practice my skills, knowledge and experiences and contribute for the betterment of the company.

**STRENGTH:**

A total of 10 years experience in Dubai as Admin Staff/Data Entry Operator/Receptionist as well as Document Controller. I am a goal oriented and very much aware to a fast-paced environment where deadlines are firmly prioritized and handling multiple jobs simultaneously is a requirement. I can contribute effectively as a team member and work as well independently. I am hardworking, dependable, honest and flexible, and adapt quickly to new working environments.

**SKILLS AND INTEREST:**

* Ability to handle multi-task at a time and work under pressure.
* Mature and able to handle matters with tact and discretion.
* Enthusiastic and goal-oriented with a professional attitude and well groomed at all times.
* Satisfactory achieved the objectives set by my superiors with highest recognition.
* Well acquainted with different cultural background.
* Committed to achieve company goals and customers-oriented.

**WORK EXPERIENCES:**

Company : **FASTLINK ACCURITE TESTING LAB, DUBAI**

Position : Receptionist/Data Entry Operator/Document Controller

Period : July 15, 2012 – January 17, 2017

Company : **MATCON TESTING LABORATORY, DUBAI**

Position : Receptionist/Data Entry Operator/Document Controller

Period : May 01, 2011 - July 14, 2012

Company : **MATERIAL LAB (S.S. GROUP OF COMPANIES)** **, DUBAI**

Position : Data Entry Operator

Period : October 2006 – February 2011

**DUTIES & RESPONSIBILITIES:**

* Answers incoming calls, inquiries and address each concern appropriately.
* Obtain and evaluate all relevant information to handle inquiries and complaints.
* Follow-up on clients queries, and coordinate all concerned departments for fulfilling client’s requirement.
* Checking the company e-mails from time to time and promptly directing the rest to the concerned persons.
* Forwarding documents to related concerns.
* Maintain customer service levels according to company standards.
* Miscellaneous duties such as scanning, photocopying and transmitting of faxes.
* Prepare quotations based on client’s inquiries.
* Assigning the laboratory reference number to the test requests and feeding the test request information in to computer.
* Data entry and preparation of all material tests reports.
* Responsible for keeping and filling all back up reports.
* Other day to day works as advised by the lab manager and superiors.

**EDUCATIONAL BACKGROUND**

**SECRETARIAL COURSE**

TOMAS DEL ROSARIO ACADEMY

Balanga City, Bataan, Philippines

1988-1990

**Computer Operation**

Asia Pacific Institute

Balanga City, Bataan, Philippines

**PERSONAL PROFILE:**

Sex : Female

Nationality : Filipino

Languages : English & Tagalog

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