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| **SUMMARY OF QUALIFICATIONS** |

* HR Generalist for almost 3 years.
* Knowledge in International Quality System or Standardization (ISO 9001:2008 and ISO 9001:2000).
* Equipped with various training in Organizational, Administrative, and Customer Service Skills.
* Efficient Communicator and a team player.
* Trustworthy and ability to maintain high level of confidentiality.

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| **PROFESSIONAL EXPERIENCE** |

**SENIOR CUSTOMER SERVICE ASSOCIATE**

Al-Futtaim, Royal Sporting House, Middle East LLC May 3, 2012 up to present

* Assisting the Store Manager in the daily operation of the store and assume responsibility in

absence of the Store Manager.

* Delegating tasks, providing guidance, coaching and motivation to the sales team.
* Providing prompt and quality customer service to create strong loyalty.
* Controlling and recognizing shrinkage.
* Processing of store to store incoming and outgoing stock transfer.
* Processing of return/exchange/refund of item and validating at the end of the month.
* Submitting sales data reports to the brand manager via e-mail.
* Sending payroll updates to Accounting Department.
* Maintaining a filing system for the department's documents and reports.
* Controlling expenses and monitoring store's petty cash.
* Executing all company policies and objectives within the store.
* Monitoring staff performance and attendance.
* Maintaining cleanliness and orderliness in the store.

**HUMAN RESOURCES GENERALIST**

Dr. Carlos S. Lanting College-Casaul General Hospital, Philippines October 23, 2009 up to April13, 2012

* Published job hiring and performed initial screening for applicants.
* Conducted background Investigation of applicants and other employees.
* Facilitated seminars, programs, and orientation for all newly hired.
* Assisted management in developing and implementing programs to employees.
* Updated employees’ roster and monitored and updated 201 files of all employees.
* Performed counseling for rank and file employees.
* Delegated tasks to staff.
* Checked employees’ uniform and room organization.
* Administered employees’ performance evaluation.
* Participated in Ethics Committee Investigations.
* Processed employees’ vacation, sick, and emergency leave.
* Handled timekeeping task.
* Acted as hospital representative in regional hospital meetings.
* Performed exit interviews and processed employee's certificate of employment.
* Prepared reports and memorandums; and distributes HRD communications.

**CLINICAL ASSISTANT**

Asian Hospital and Medical Center October 21, 2008 – July 18, 2009

* Utilized computer system in monitoring, recording, and charging of equipment and supplies that were used by patients.
* Assisted and oriented patient and family to room, equipment, and amenities of the hospital.
* Assisted physicians, nurses, and other medical team in providing high quality of customer service.
* Received and screened phone calls.

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| **SEMINAR AND TRAINING** |
|  **Basic Leadership Training** |  Business Coach, Inc. March 20, 2014 |
|  **Peer Training Workshop** |  Center for Guidance and Socio-Civic Services August 26, 2011 |
|  **Achievement Motivation Training**  |  71 Dreams Foundation October 11-12, 2011 |
|  **Effective Writing Various Parts of a Research Paper** | Center for Research and DevelopmentAugust 17, 2011 |
|  **Housekeeping Seminar** |  Dr. Carlos S. Lanting College May 28, 2011 |
|  **Improving Oral and Written Communication Skills Training** |  Dr. Carlos S. Lanting College  May 21, 2011 |
|  **Organization Development Seminar** |  BCJA Training, Consultancy & Events  April 29, 2011 |
|  **Effective Presentation Skills** **Seminar** |  SOFIA Consultancy, Review & Training Center April 10, 2011 |
|  **How to Conduct Grounded Theory Research Seminar** |  Center for Research and Development December 10, 2010 |
|  **ISO 9001:2008 Familiarization Seminar**  (Quality System Standard) |  Dr. Carlos S. Lanting College  July 10, 2010 |
|  **ISO 9001:2000 Familiarization Seminar** (Quality System Standard) |  Dr. Carlos S. Lanting College  June 10, 2010 |
|  **ABC's of Effective Customer Service Seminar** |  Casaul General Hospital May 14, 2010 |
|  **Secrets of Successful Employees Revealed** (Time and Stress Management) |  Dr. Carlos S. Lanting College  March 6, 2010 |
|  **ABC’s of Customer Service Program** |  Asian Hospital and Medical Center April 27-28, 2009 |
|  **Work Attitude and Values Enhancement** **Seminar Workshop** |  Asian Hospital and Medical Center March 26-27, 2009 |
|  **Safety Culture Program** |  Asian Hospital and Medical Center March 12-13, 2009 |

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| **ACADEMIC BACKGROUND** |
|  Tertiary |  1st sem. of AY 2011-2012  (earned 15 units) |  **Bachelor of Science in Psychology** Dr. Carlos S. Lanting College  |
|  Vocational |  2004 – 2006 |  **Nursing Assistant** Asian Caregiving and Technology Education Centers |

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| **PERSONAL DATA** |

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| **Birthdate** | September 13, 1987 |  |  |
| **Civil Status** | Single | **Nationality** | Filipino |