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**PROFESSIONAL OBJECTIVE AND SUMMARY**\* My main objective is to seek a work where I can maximize my skills and
that will provide me the ability to gain more experience; while allowing
me to contribute to the continued growth and success of the company.
\* I am a plus factor to any team, of less or even without any supervision
@ work and responsible in meeting targets

 **SKILLS**

 **COMPUTER SKILLS COMMUNICATIONS AND
 EMPLOYABILITY SKILLS**- Development Platforms:  - People Management
Windows 95/98, Windows XP,  - Service Desk Operation
Windows 7 - Managed Services
- Application Software:  - Vendor Management
Microsoft Office Word, Excel,  - Dental/Clinical Support
PowerPoint (2003, 2007, 2010)  - Customer Service
- Internet Browsers: Internet Explorer, - Computer skills
Mozilla Firefox, Google Chrome,

**WORK HISTORY**

**Company: ABESAMIS DENTAL CLINIC

Position: Personal/Executive Assistant /HR Coordinator/Administrative Officer (April 2002 – May 2015)**- Manages and oversees the entire departmental administrative operations
- Provides administrative support to ensure that operations are maintained in an effective, up to date and accurate manner
- Maintains high level & confidential files, records and other legal documents of the company
- Maintains a database of all the suppliers, clients and other contacts as reference and for mailing & easy communication purposes
- Checks all email related to Administration and Human Resources
- Prepares Material Requisitions & manages procurement of all office/dental supplies, office/dental equipment & consumables as per the office requirements & corporate budget
- Assigns and dispenses the supplies for all branches/in-plant clinic
- Manages the maintenance of the office premises and all office equipment/s
- Prepares the shift schedules of all dental staff in all branches/in-plant clinic
- supports continuous improvement and policy compliance by contributing to the development and reviewing the existing systems, processes and procedures
- Supports human resources operations such as recruitment, training and development, and employee relations.
- Performs screening & short-listing of CV profile and arranges the interview for the candidates
- Oversees recruitment of new staff including training and induction
- Checks all manpower attendance timesheet and forwards to Finance Manager
**Company: TELECOMMUNICATIONS SERVICE PROVIDER, INC
Position: Service Desk Supervisor (November 1994 to February 2002)**

- Prepares memorandum and guidelines for the Service Desk Agents
- Evaluates the work performance of the Service Desk Agents / Service Desk Operation
- Studies the ACD (Automatic Call Distribution) for the allocation of manpower
- Revises the Service Desk Flow and aligns the procedures depends on the need of the respective Support Divisions
- Maintains/updates documentation and guidelines of the Service Desk operation
- Acts as Quality Assurance Specialist to ensure good quality service
- Provides Technical Report to External Clients and Management
- Measures Customer Satisfaction through analysis gathered from Customer Satisfaction
- Measures and generates comprehensive reports on Service Level Agreement
- Provides Operational reports that contain performance review, issues and recommendations
- Provides/conducts Customer Satisfaction training to Helpdesk Teams / Service Desk Staff

**EDUCATIONAL BACKGROUND**

**University:** Philippine Women’s University │ Manila, Philippines

**Course:** Bachelor of Science in Hotel and Restaurant Management – 1987 - 1991

**PERSONAL INFORMATION**

Date of Birth: 11 November 1970