**CURRICULUM VITAE**

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**Joseph**

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**Desired Position: Document Controller/Admin Clerk/HR Assistant/Assistant Secretary/Call Center Agent/ IT Assistant**

**Career Objective**

To be able to enhance and deliver my experience, knowledge in a fair, dynamic and challenging work that will make me an effective part of the corporation.

**Skills & Expertise**

Customer Service, Data Entry Skills, Excellent IT skills, Verbal Communication, Building Relationships, People Skills, Interpersonal Savvy, Problem Solving and Multi-tasking, Able to Work under Pressure in as fast-paced environment

**Profile Summary**

More than seven (9) years’ experience in various jobs, projects and proven success in leading teams in achieving exceptional performance and demonstrative technical expertise in documentation process, quality control, administrative functions, supervision, technical support, customer service and clerical function.

**Employment Experience**

**Position : Document Controller Cum Admin Assistant/ IT Support**

**Employer : Amoon Metal Trading (Nov 2014-April 2017)**

**United Arab Emirates**

**Primary Duties and Responsibilities**

Highly proficient in the use of an Electronic Document Management Systems (EDMS).

Scanning in all relevant new documents.

Checking dispatch documents are accurate.

Presentation and filing of documents and drawings.

Responsible for maintaining hard copy information.

Issuing and distributing controlled copies of information.

Managing and maintaining a Meridian Document Control System.

Provide advice on procedures of issue and methods in accessing the system.

Ensuring all documents is as up to date as possible within electronic filing systems.

Classify, sort, and categorize documents in alpha-numerical order

Handle telephone calls and relay messages to appropriate department or individual

Preparing Tender Documents.

* Ensure that office equipment is in running smoothly and arrange for equipment repairs and maintenance.
* Assist in the preparation of regularly scheduled reports.
* Update and maintain office policies and procedures.
* Order office supplies and research new deals and suppliers.
* Write and distribute email, correspondence memos, letters, faxes and forms.
* prepare and modify documents including correspondence, reports, drafts, memos and emails.
* Prepare, maintain and manage interview schedules and correspondences.
* Provide professional administrative support to recruiters.
* Coordinates and maintains records for staff office space, phones, company credit cards and office keys.
* Coordinates travel arrangements as needed.
* Prepares meeting materials and assists with the development of PowerPoint presentations.
* Exceptional customer service skills, over the phone and in person, with our customers and internal departments.
* Strong sense of urgency and problem solving skills.
* Can handle sensitive information with the highest degree of integrity and confidentiality.
* Maintain and file applicant information.
* Coordinates and maintains records for staff office space, phones, company credit cards and office keys.
* Assist in resolving any administrative problems.
* Fixing malfunctioned software.
* Troubleshooting network printers and other networked devices on the event that it is not working.
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**KEY SKILLS AND COMPETENCIES**

Strong IT, database and communication skills.

Experience with document control packages such as site.

Excellent interpersonal skills and a professional telephone manner.

Utilizing a range of office software, including email, spreadsheets and databases.

A comprehensive understanding of health and safety regulations.

Ability to evaluate, prioritize, organize and delegate work schedules.

Proven decision making skills.

Able to react quickly and effectively when dealing with challenging situations.

Assisting departments with queries on documentation requirements & submissions.

Proven ability to organize personal work priorities

Solid knowhow of general office procedures

**Position : Call Center Representative/Technical Support**

**Employer : Convergys Philippines (2013-2014)**

**Position : Call Center Representative/Advisor**

**Employer : Qualfon Philippines Incorporated/Tracfone Account (2011-2013)**

**Primary Duties and Responsibilities**

Extensive practical knowledge of the entire call center functions and operations.

* Serves customers by determining requirements, answering inquiries, fulfilling requests and maintaining database.
* Answers inquiries by clarifying desired information, researching, locating, and providing information and determines requirements by working with customers.
* Fulfils requests by clarifying desired information, completing transactions and forwarding requests.
* Resolves problems by clarifying issues, alternative solutions and implementing solutions.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests.
* Adhere to the Company Administrative Procedures and Safety rules. All information pertaining to individuals or company business is kept strictly confidential.
* Carry out jobs confidently on MS Office (Word, Excel & Outlook).
* Ensure all data entered on to the PC is sorted in appropriate files and backup copies are maintained and ensure all routine matters are handled effectively without guidance.
* Maintain office files and responsible for incoming and outgoing documents and maintain the confidential records and files.

**Position: Information Clerk**

**Employer: Provincial Hospital**

**Negros Occidental, Philippines (2010)**

**Primary Duties and Responsibilities**

* Reporting to Supervisor, Performed job functions consistent with the corporate vision and mission statement and the core values of the organization.
* Consolidated basic information as admission and discharge transactions, patient’s room assignments, attending physicians, location and occupants of various offices and dispenses this information to visitors and guests as required.
* Provided printed partial summary / running total of hospital bills to in-patients.
* Received out-patients requiring hospital services, process their registration, and refers

them to the appropriate hospital departments for the needed services.

* Received and screened visitors and answered basic inquiries or refers them to appropriate parties and in the process giving directions on such concerns.

**Educational Background**

**Academe Bachelor of Science in Agriculture (2009)**

Negros State College of Agriculture

Kabankalan City Negros Occidental, Philippines

**Trainings Attended**

Philippines Call Center Institute (PCCI), TESDA

Dumaguete City, Negros Oriental, Philippines

Computer Literate (Ms Word, Ms Excel, Ms Outlook, SharePoint and BIW and other on-line collaboration tools. Internet)

Language : English & Filipino (Proficient & Advanced both oral and written)