

**Personal Data**

Email:

Joyceann-397543@gulfjobseeker.com

Date of Birth: Sept. 25, 1987

Nationality: Filipino

Civil Status: Single

Religion: Roman

Catholic

Language:

English, Tagalog

Visa Status:

Tourist Visa

**Education**

BS Information Technology (2008)

Central Philippine

University

Iloilo City, Philippines

**Skill Sets**

Interpersonal Skills

Time Management

Initiative and Decision maker Employee relations Recordkeeping Customer service

Communication

Multitasking

Problem Solving

Teamwork

Computer competences

Technical Skills

**Training Attended**

HR & Admin UAE Labour Law 2019 Filipino Institute - Al Rigga Dubai, UAE

**Summary of Qualification**

A graduate of Information Technology having 7 years of experience in UAE and 2 years in Philippines for a total of 9 years professional in the field of Construction Administrative Assistant, Human Resource, Customer Service Oriented, Accounting basics, Distribution and warehousing activities, Inventory Management, Data Analyst, and IT Skills.

**Work Experience**

**China Jiangsu International Construction Co. LLC |Dubai, U.A.E.**

**Admin | Receptionist | HR| June 2016 - October 2019**

* Performed clerical duties such as filing employee personal documents, project documents, companies confidential documents and establishments.
* Monitoring procedures of work permits and immigration visa applications for all employees, as well as cancellation until they left the country.
* Communicating with Medical Insurance company for employees and Du Telecom for all staff.
* Processed RTA company's vehicle renewals and insurances.
* Communicating with Landlords and real estate to assist Tenancy renewals for companies accommodations.
* HR functions such as monitoring employees file, keeping employees passport, leave applications and booking of flight tickets for all staff.
* Maintained office supplies, stationeries, and refreshment in the office.
* Assisted PRO, Accounts department and General Manager.

**Captains Freight Services L.L.C.| Dubai, UAE**

**Operation Clerk & Accounts | December 2013- January 2016**

* Sending SOA and follow ups to clients in regards of their import & export shipments.
* Processed customer invoices, payments, receivables and payables for their shipments.
* Assist Accounts manager and General Manager in documents and tasks needed.
* Responsible for all employees personal documents such as passports.
* Followed payments receivable from clients through email and follow up calls.
* Checked for ETA arrival of shipments for Sea Import from Shipping Lines.
* Updated Customs Bill of Entries in the system.
* Assisted the Manager in regards of making the House bill of Lading document.
* Filling acknowledgement invoices from customers.
* Negotiate drivers for deliveries and collection from customers.

**Dar Al Hikma LLC |Dubai, U.A.E.**

**Follow up Clerk/Data Entry Operator | January 2011- March 2013**

* Processed and printing daily distribution of newspapers and magazines in the system.
* Analyzed and checked monthly invoices from suppliers.
* Sending invoice and packing list to international customers.
	+ Customer service for walk in customers.
	+ Managed to print Debit and Credit invoices to customers.

**Lemacel Trading Corp.| Iloilo City, Philippines Admin Staff/Sales Assistant|2010**

* Achieved to maintain sales in SAP system and provides daily sales reports to the Manager.
* Able to manage and monitor daily delivery orders, invoices, and remittances of salesman.
* Organized documents for warehouse staffs to release goods to salesman for delivery.
* Customer service for in-house account customer / walk-in customers.
* Handled customer complaints professionally and efficiently.
* Email report to main branch for movement of stocks.
* Received cash payment from customers and updating AR/PDC invoices in QuickBooks..
* Processed sales orders of Salesman to schedule for deliveries.

**Savant Technologies Inc.(BPO company)|Iloilo City, Philippines Data Analyst |January 2009 - December 2009**

* Encodes accurate data in the online system.
* Accomplished number of job orders per day.
* Analyzed some documents in the website to comply one project order.
* Resourceful for some documents need from online and proficiency in Internet Surfing.