**Shiela**

Contact number: +971504753686

Shiela-399528@2freemail.com

**Objective**

To obtain a responsible and career- Oriented assignment in a company this could provide a professional environment and maximum opportunities for my growth and development.

**Work Experience**

**HR cum Accounts Assistant**

Dubai-based Company

March 2018 – July 2020

* Answering employee questions
* Processing incoming mail
* Creating and distributing documents
* Providing customer service to organization employees
* Serving as a point of contact with benefit vendors/administrators
* Maintaining computer system by updating and entering data
* Setting appointments and arranging meetings
* Maintaining calendars of HR management team
* Compiling reports and spreadsheets and preparing spreadsheets
* Recruitment/New Hire Process
* Participating in recruitment efforts
* Posting job ads and organizing resumes and job applications
* Scheduling job interviews and assisting in interview process
* Collecting employment and tax information
* Ensuring background and reference checks are completed
* Preparing new employee files
* Overseeing the completion of compensation and benefit documentation
* Orienting new employees to the organization (setting up a designated log-in, workstation, email address, etc.)
* Conducting benefit enrollment process
* Administering new employment assessments
* Serving as a point person for all new employee questions
* Processing payroll, which includes ensuring vacation and sick time are tracked in the system
* Answering payroll questions
* Facilitating resolutions to any payroll errors
* Participating in benefits tasks, such as claim resolutions, reconciling benefits statements, and approving invoices for payment
* Record Maintenance
* Maintaining current HR files and databases
* Updating and maintaining employee benefits, employment status, and similar records
* Maintaining records related to grievances, performance reviews, and disciplinary actions
* Performing file audits to ensure that all required employee documentation is collected and maintained
* Performing payroll/benefit-related reconciliations
* Performing payroll and benefits audits and recommending any correction action
* Completing termination paperwork and assisting with exit interviews

**HC Coordinator/Purchaser/Cashier/Customer Service**

MAF Carrefour Deira Branch

Deira City Center, UEA

July 2013- August 2017

* Encode a training from LMS (Learning Management System)
* Preparing all documents for renewal, new joiners & leavers.
* Answered the phone call from outside and inside the company.
* Encode the details for new joiners in the system.
* Encode the monthly report.
* Making the settlement and memo for the cheque.
* Sending the emails and etc.
* Preparing the documents for monthly payroll.
* Handling the managers flat.
* Assist and guide the staff if there is any problem.
* Making the LPO for uniform orders and receiving the quotation and invoice through email
* Handling the accommodation complaints
* Preparing a Dewa memo every first of the month
* Passport inventory every last week of the month

**Assistant Secretary/Office Staff**

Islandwide Foods Corporation

3/F David Gan Building 11561 Show Blvd. Mandaluyong City

2013

* To encode the customer orders.
* Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
* Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
* Answer telephones, direct calls and take messages.
* Compile, copy, sort, and file records of office activities, business transactions, and other activities.
* Complete and mail bills, contracts, policies, invoices, or checks.
* Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.

**Cashier/Department Store**

Metro Gaisano/Department Store

Market Market Global City

Fort Bonifacio, Taguig City

April-October 2012

* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* To smile and greet the customers.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Handling all cash transactions.
* To make sure all transactions will be recorded in the POS.
* Maintaining daily reports of transactions.
* Maintain clean and orderly checkout areas.
* Customer Satisfaction.

**Customer Service Assistant**

Timezone

Glorietta 4 Ayala, Makati City

August 2011- February 2012

* Answering customer inquiries.
* Giving information and helping to solve problems.
* Selling products or taking orders.
* Arranging services for customers, such as booking tickets or setting up insurance policies.
* Handling complaints and passing them on to a manager if required.
* Entering customer information onto a computer database.
* Taking payment for goods or services.
* Giving refunds.

**Cashier/Department Store**

SM Mega Mall/Department Store

San Miguel Avenue Ortigas, Pasig City

February- August 2011

* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* To smile and greet the customers.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Handling all cash transactions.
* To make sure all transactions will be recorded in the POS.
* Maintaining daily reports of transactions.
* Maintain clean and orderly checkout areas.
* Customer Satisfaction

**Sales Agent Representative/CSR**

Citi Bank

Emerald Avenue Ortigas, Pasig City

June-December 2008

Outbound

* Calls Clients in Local Area gives information.
* Sells products and services that meet specific customer’s needs.
* Resolves customers issues as efferently as possible.
* Retains current customers and ensures their satisfaction.

**Education Attainment**

Bachelor of Science in Accountancy (Major in Accounting)

AMA Computer College

Guadalupe Nuevo, Makati City Philippines

2009

Computer Technician

Advanz Tech

Guadalupe Nuevo, Makati City

2010

**Skills**

Computer Literate

Good in Communication and Listening Skills

Good in Human Relation

**PERSONAL INFORMATION**

Age : 34

Birth Date : April 23, 1986

Civil Status : Married

Religion : Christian

Nationality : Filipino

Visa Status : Visit Visa