**CHERRIE LOU CONCEPCION**

Dubai, UAE

+971 507651523 / +971 554014808

[cherrielourconcepcion23@hotmail.com](mailto:cherrielourconcepcion20@hotmail.com)

****

**EMPLOYMENT HISTORY**

**Dubai Developments-Real Estate**

**Asset Management -Executive Secretary**

**January- July 2020**

**Role Purpose**

* Coordinates calendar, travel, meeting, and schedule arrangements for the Department Head, staff, business partners, and customers. Includes initiating contact and securing appointments, equipment, and facilities as appropriate.
* Preparing Daily,Weekly and Monthly Report for Vacant/Occupied Units of all the Properties
* To ensure that all electronic and paper records of all works undertaken by the association are up to date and confidentially maintained.
* Works closely with other team members to assure the Department Head preparation for meetings, presentations or other engagements.
* Administrative and functional activities include but are not limited to
* To enter data into the corporate database and produce reports from the database and other IT packages as required. To collate, record, reconcile and store all documentation received by and generated by the association relating to asset management operations.
* To take telephone and e-mail enquiries, service requests and complaints from residents and others and action them in accordance with association policy.
* To book servicing, inspection and other visits with residents and to record such appointments within corporate systems and diaries.
* To liaise with staff at all levels across the association to ensure that maintenance services are provided in a timely and professional manner for our residents.
* To liaise with the Customer Contact Team in the booking of visits to residents homes to undertake maintenance services.
* To liaise with the Financial Support Officer to ensure that up to date data is produced for functions undertaken by business unit.
* To take notes during meetings and reproduce in the required format for distribution to others.
* To provide general administration support to the Asset Management Business Unit.

**ABU DHABI ISLAMIC BANK**

Dubai, UAE

**Social Media Customer Complaint Resolution Officer**

**Customer Service Resolution /Call Center Department**

2014- 2019

**Role Purpose**

* Manage multiple projects as assigned by the Department Head related to diverse lines of business, community, and personal interests with inter-related activities and relationships.
* Coordinates calendar, travel, meeting, and schedule arrangements for the Department Head, staff, business partners, and customers. Includes initiating contact and securing appointments, equipment, and facilities as appropriate.
* Works closely with other team members to assure the Department Head preparation for meetings, presentations or other engagements.
* Administrative and functional activities include but are not limited to.
* Taking phone calls; maintaining personal and business files; corporate record and keeping for multiple entities; supporting marketing and strategic planning activities; note taking & creating documentation filing, storage & retrieval of business and personal activities.
* Handles financial and accounting matters for the Department Head with confidentiality. Prepares and sends business and private correspondence.
* Coordinates operations of Department Head office including: reception , document preparation & control internal communications , general office maintenance to improve costs and effectiveness.
* Carries out responsibilities with professionalism, respect for others, in accordance with the organization’s policies and applicable laws.
* Completes projects and special assignments by establishing objectives; determining priorities; managing time; gaining cooperation of others; monitoring progress; problem-solving; making adjustments to plans.
* Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Improves quality results by studying, evaluating, and re-designing processes; implementing changes.
* Enhances Department Head and corporation's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**Additional Task**

**I**nvestigate, administrate and resolve escalated complaints received through known channels for ADIB, in accordance with the department, ADIB and Central Banks Statutory & Regulatory, requirements and guidelines while maintaining and delivering the highest possible levels of quality service and customer satisfaction.

**Responsibilities**

Investigate Complaints with any/all relevant ADIB departments; received through all frontline channels and standard complaint management system.

Resolve customer complaints promptly and completely with an amicable solution or forward customer complaints to the ADIB organisation as defined per process and standards set in Complaints Resolution Unit

Ensure all qualification guidelines are diligently followed to ensure the highest standard of quality resolution.

Maintain customer satisfaction as the top priority in accordance with ADIB requirements and

whilst insuring adherence to all guidelines, productivity, quality and general guidelines cascaded and laid out by management.

**BARCLAYS BANK**

Dubai, UAE  
**IT Help Desk Coordinator / IT Project Management/Assets Management Office r**

September 2008 – September 2014

* Provide assistance and log service / Incident ticket in IT service desk Portal for internal customers for their IT queries and issues
* Assign the ticket / Incidents to appropriate team (Desktop, Voice and Application support)
* Track and monitor service ticket / incidents are completed based on the SLA
* Create Distribution List, Username & Password, Password Reset and Windows Unlock.
* Advise user on appropriate action
* Follow standard help desk procedures
* Follow up with users to ensure complete resolution of issues.
* Handling IT Equipment Inventory
* Prepare and submit the weekly & monthly service repot to the service desk manager.
* Arrange the team meeting and training programmer to the IT staff.
* Ensuring the project document repository is kept up to date.
* Assist project managers in project milestone and schedule tracking through System Development Life Cycle process (SDLC) via HP Project and Portfolio Management Center.
* Support the PMO Director and IT Project Managers with analysis, project development, translating requirements, gathering data and coordinating business case project charters.
* Organize project meetings.
* Collaboratively lead discussions/meetings with necessary IT Project Managers, leaders, etc. to convey/gather pertinent project related information.
* Serve as a liaison between the business units, technology teams and support teams. As necessary elevate communication and issues to the PMO Director.
* Working on day-to-day resource management using People Management Toolkit.
* Tracking and reporting on project status and achievement of project deliverable.
* Institute protocols for the use of IT across departments and projects
* Provide advice on the most suitable IT choices
* Provide technical support or training for systems and networks
* Act as link between end users and higher level support
* Monitor system and network performance. Maintain licenses and upgrade schedules Collaborate with other professionals to maintain standards and functionality

**CHOWKING FOODS CORPORATION**

Philippines

**Branch-Restaurant Manager**

April 2006 – June 2008

* Ensure that restaurants operate efficiently and profitably whilst maintaining their reputation and ethos.
* Co-ordinate training and team activities in throughout various outlets. Maintaining high standards of food, health and hygiene safety.
* Compile strategic planning, organise shift patterns and day-to-day management activities.
* Provide innovative and creative ways for marketing, business development and other means to increase business.
* Take responsibility for the business performance and ROI of the unit/outlet.
* Provide Analysis and planning for the unit's sales levels and profitability.

**Asian Spirit Airlines**

Philippines

**Flight Attendant**

April 2005- March 2006

* Ensure the safety and comfort of our passengers while providing exceptional customer service.
* Provide assistance lifting and stowing luggage into overhead bins and soliciting assistance when needed.
* Demonstrate the use of safety and emergency equipment and ensure safety requirements are met
* Prepare, serve, and sell beverages (including alcohol) and meals.
* Answer questions and assist passengers when necessary, particularly those with special needs
* Actively seek to ensure the safety and comfort of customers when an aircraft experiences delays or hits turbulence
* Administer and coordinate emergency procedures or provide emergency care (e.g., performing CPR and basic first aid) when needed

**QUEZON COMMERCIAL RURAL BANK and PHILIPPINE NATIONAL BANK**

Philippines

**New Accounts Officer/Teller**

**April 2000** - **March 2005**

* Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
* Informing customers about bank products and services.
* Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
* Maintaining and balancing cash drawers and reconciling discrepancies.
* Packaging cash and rolling coins to be stored in drawers or the bank vault.
* Keeping a clean, organized work area and a professional appearance.
* Handling currency, transactions, and confidential information in a responsible manner.
* Using software to track bank information and generate reports.
* Following all bank financial and security regulations and procedures.

EDUCATION

## Bachelor of Science in Business Administration, Major in Management

Siena College

2000

**SKILLS AND PROFICIENCY**

* Good command of Microsoft Outlook, Word, Excel, and PowerPoint
* Can Speak and Write English Fluently
* Realistic and Pragmatic
* Ability to work within tight deadlines and demonstrate a high degree of flexibility
* Self motivated able to work independently
* Affinity to work in a fast paced environment

**CERTIFICATIONS**

Prince 2 Foundations, ITIL Foundation

**SEMINARS ATTENDED**

Practical Projects, Record Management, SDLC Governance, Project & Portfolio Management Center, iCompass, Manage Engine Service Desk Plus

**PERSONAL INFORMATION**

**Visa Status:** Residence Visa - **Driving License:** LMV