

JAIVA O. NATINGOR

K5 BUILDING, AL MURAQQABAT, DEIRA, DUBAI, UNITED ARAB EMIRATES
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SPECIFIC JOB TITLE

Document Management | Report Preparation and Submission | Data Entry | Process Improvement | Regulatory Compliance
Interpersonal and Communication Skills | Customer/Public Relations | Workflow Prioritization | Quality Assurance

QUALIFICATIONS PROFILE

Detail-oriented, performance-focused, and motivated professional, equipped with wide-ranging experience in administrative operations and customer service within retail and office setting. Highly skilled at coordinating various office functions and procedures, implementing new methods, assisting multi-cultural team members, and resolving clients' concerns. Recognized for strong work ethic and the ability to multitask in fast-paced settings and secure sensitive and pertinent information while maintaining data accuracy and confidentiality. Proficient with Microsoft Office Suite (Word, Excel, and Outlook).

PROFESSIONAL EXPERIENCE

LEGAL HOUSE ► BUSINESS VILLAGE B BLOCK, PORT SAEED CLOCK TOWER, DUBAI, UNITED ARAB EMIRATES

Filing Clerk/Administrative Assistant

Dec 2020–Present

- Proactively respond and resolve clients' concerns through email and phone calls.
- Deliver superior customer service by providing regular updates to clients on the status of their visa process.
- Carry out various administrative tasks such as typing employees' offer letters and labour contracts.
- Fulfill expanded duties in handling employees' medical requirements, Emirates ID, Tawjeeh Training, and visa stamping.
- Contact immigration and labour to address technical issues for the application.
- Demonstrate a keen eye for detail in monitoring applications' due date and expiry.
- Gain supervisor's trust to deposit cheques and cash payments to the company's bank account.

BRAND FOR LESS LLC ► MURRAQABAT/DEIRA, DUBAI, UNITED ARAB EMIRATES

Sales Associate/Stockroom Clerk

Feb 2017–Feb 2019

- Courteously welcomed the customer into the store, demonstrated the most appropriate products that meet their diverse needs, and delivered informative presentations pertaining to special offers/sales promotions.
- Promoted the products effectively by displaying merchandise and replenishing stocks when necessary.
- Adhered to strict compliance with all company policies and procedures, primarily in maintaining personal grooming to represent a positive image.
- Measured goal achievement and determined areas of improvement by compiling sales records.
- Achieved target sales KPIs by consistently providing excellent customer service.
- Addressed customer questions or concerns related to the product and escalated customer complaints promptly.

GAISANO MALL ► VALENCIA CITY, BUKIDNON, PHILIPPINES

Cashier/Customer Services Associates

Jul 2014–Jun 2016

- Exhibited superior talents in providing excellent customer service by welcoming each customer in a friendly manner.
- Provided expert oversight in all facets of business operations, mainly in areas of pricing, merchandising, stock and inventory, and supply and demand.
- Rendered high level of assistance to retail sales staff to achieve daily/monthly/annual sales targets.
- Demonstrated proficiency in utilizing technology to accurately record sales figures for data analysis.
- Played a vital role in maintaining the store's cleanliness while ensuring compliance with health safety measures.

EDUCATION AND CREDENTIALS

COURSEWORK BUSINESS ADMINISTRATION: AMA Computer Learning Center (ACLC), Valencia City Bukidnon, Mindanao Philippines
HIGH SCHOOL DIPLOMA: Irene B. Antonio (IBA) College of Mindanao, Valencia City Bukidnon, Mindanao Philippines

PERSONAL INFORMATION

BIRTHDAY: August 27, 1995
CIVIL STATUS: Single
GENDER: Female
HEIGHT: 5'2
WEIGHT: 60 kilos

CITIZENSHIP: Filipino Citizen
RELIGION: Roman Catholic
LANGUAGES: English, Tagalog, Visaya
VISA STATUS: Employed