

# Curriculum Vitae



## Kirsten Froilyn

*UAE Driver License Holder*

21 November 1991

+971-50-1432158

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### Academics:

*American Certification Inst.*  
Certified HR Professional -2014

*Blue Ocean Academy-2014*  
(KHDA Certification)  
> Certified HR Professional  
> Certified HR Manager  
> Trained for HR Consultant

*Cambridge International School*  
IGCSE 0 Level – 2006-2010

**Languages:**  
*English, Tagalog*

## Areas of Expertise & Technical Skills

- Operations Management
- Basic Accounts
- Microsoft Office Suite
- Sales Force (CRM)
- Problem Resolution
- Customer Service
- Personnel Management
- Quote and Tendering
- Administration
- Process Development & Implementation
- Sales and Marketing Process
- Relationship Development & Maintenance

## Professional Experience

March 2022 – Current

*Sales Support Specialist*

**Nihon Kohden Middle East Fze**



- Creating Sales Reports, Salesperson and Other Department Activities & presentation thru excel tables to Management
- Dedicated to driving growth and success in our African territory. Achieved Half Year Target this 2023 worth USD \$400k.
- Ensuring seamless transactions with our distributors through quote creation, contract management and the identification of new partners for the expansion for the African region.
- I am also a crucial resource for our Sales Managers and Directors, providing valuable support to enhance our overall sales strategy.
- Facilitating to obtain data from the Sales Team/Finance for the Sales Weekly Meeting cycles, including orders in take/ pipeline tracking visibility

May 2017 – Feb 2022

*Commercial Sales Analyst and Quotation Executive*

**Emitac Healthcare Solutions**



- Facilitating to obtain data from the Sales Team for the Strategic Planning monthly meeting cycles, including orders in take/ pipeline tracking visibility
- Provide guidance and support to the Sales Team on inputting data/orders in the CRM
- Analyze Sales and Revenue and work closely with the Finance Team

***Executive Assistant to VP of Sales & Marketing***

**EA duties removed by Jan 2019 to focus on Sales Analyst role**

- Collate, manage and present monthly reports from Sales Team and Head of Verticals (Sales Funnel excel sheet, PO Bookings, Tender quotation reports, etc.) to VP of Sales and Business Excellence Director
- Direct contact for all Sr. Management about monthly process for CRM and Sales Funnel updates that should be presented to VP or VP to CEO.
- Preparing routing and non-routine correspondence, reports and presentations while regularly handling information that is sensitive or confidential in nature.
- Distributing tasks to the Heads of Verticals (HOV) on the VP's behalf as necessary.
- Perform administrative duties such as photo copying, scanning of contracts/documents, emailing, filing, dispatching/ releasing and updating records.
- Regular interactions with employees' at all department levels to obtain information that is needed.
- Ensure support to colleagues as & when required (HR Department, Finance Dept, Sales Dept and Admin Dept.)

February 2014 – May 2017

***Front Desk Executive/ Asst. Billing Coordinator***

**Emitac Healthcare Solutions**

- Maintain the front desk of the organization, screening phone calls, greeting and receiving visitors politely and professionally.
- Update the movement registers for designated personnel and organize the usage of the Video Calls and conference room, blocking as per request.
- Arrange and track pickup and delivery of couriers and organize express and pickup from multiple vendors as per request.
- Generate and submit invoices and send via courier or staff to customers.
- Track acknowledgement invoiced by customers and follow up with service reports, PPM and Warranty.
- Assist and help billing team members execute billing during busy periods and HR with interviewee schedule and sending out via emails.
- Resolve simple issues with customers telephonically while assisting the sales team and responded efficiently to customer queries.

September 2010 – January 2014

***CEO Executive Secretary***

**Kaizen International** (HR/Management Consultancy)



- Prepared and managed correspondence, reports and documents and organized and coordinated meetings and travel arrangements.
- Instrumental in creating and maintaining information and databases of Training Course PowerPoint.
- Created examinations, other university teaching materials & organized university classes.