Erwina Merculesio Anagao

 

Contact

**Address:**

Airport Road , United Arab Emirates

**Mobile Phone:**

**+971 – 0562807235/0506447236**

**Email:**

**erwinaanagao14@yahoo.com**

**LinkedIn:**

linkedin.com/erwina-anagao

Languages

Spanish – Beginner

English - Advanced

Korean – Beginner

Arabic – Intermediate

Tagalog - Native

Hobbies

* Reading
* Sketching
* Painting
* Design

Summary

**A dedicated Administrative Front Office Assistant with years of experience managing large and small offices. I have worked & coordinated with numerous locations including back office, counter, Management, Operations & Human Resources w/c allows me to facilitate an efficient workflow and improve communications between multiple departments. Expert - level proficiency on Microsoft Office with a background in Aviation, Retail & Wholesale, Banking, Importation, Purchasing and partly in the government.**

Skill Highlights

|  |  |
| --- | --- |
| * **Administrative Skills**
* **Computer Skills**
* **Communication Skills**
* **Attention to details**
 | * **Service - Focused**
* **Interpersonal Skills**
* **Flexibility/Adaptability**
* **Multi - tasking**
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Experience

**Administration Office Assistant (Jan. 08, 2013 – Sept. 21, 2020)**

**dnata – Dubai International Airport, United Arab Emirates**

Administration: Terminal 1 (April 2015 – Sept. 2020)

* Handles all inquiries in the counter/reception assisting staff, coordinating with back office, Management, Operations, Human Resources and other departments.
* Handles the renewal and processing of documents, maintains files, databases of lockers and office supplies & PPE.
* Knowledge in Microsoft Office, Office 365, Outlook, Word, Excel, SharePoint, Teams, ERP System, AMIN System, KOFAX, CFO, Biometrics Registration, PABX & iPROC.

Operations: Terminal 3 (Jan. 2013 – April 2015)

* Receiving & monitoring all PRM in the lounge including UM/YP/blind passenger, assisting in distribution of MV & dispatching of flights.
* Knowledge of DMIS, DMACS, LESA, scheduling of duty, PDA handling.

**Bachelor of Science:** **Commerce major in Management – FAR EASTERN UNIVERSITY – Manila, Philippines (May 24, 1999)**

Certification

Basic Aeronautics (Online), Aviation Security, Basic First Aid Course, Security Essentials, SMS Training, dnata Safety Management System, Customer Service Foundations, Airside Safety, Fundamentals of Dangerous Goods Handling (Cat 8) – Recurrent, QANTAS Handling Aids & Customer w/ Special Needs