

Norilen Mariano

Office Admin Assistant

Abu Dhabi

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+971.558113927

- Seasoned and professional Office Admin Assistant with over 5 years of experience
- Analytical and detail-oriented professional with experience coordinating, planning, and supporting daily operational and administrative functions
- Proven track record of accurately maintaining detailed records, generating reports, and multitasking within fast-paced atmospheres.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint). Typing speed 75 WPM.

Work Experience

Office Admin Assistant

Mosaic Holding LLC

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Abu Dhabi

December 2012 to April 2018

Provide administrative, secretarial and business support to the Head of Operations of Abu Dhabi's high-end retail premises and business venture in the home and gift markets.

- Negotiated favorable terms and pricing agreements with vendors, wholesale suppliers, distributors
- Skillfully manage wide-range of office and sales support tasks, including accounts payable and account receivable.
- Leverage strong multitasking skills to manage data entry, invoicing, inventory management, purchasing and customer service.
- Spearheaded transition from Quickbooks retails to Microsoft RMS system
- Improved office efficiency by implementing filing system and devising office administration procedure
- Maintaining office storage systems, including data management and filing
- Manage office logistics, arrange deliveries and pick-ups
- Handling of office petty cash

Payroll and Benefits Assistant

ACS, a Xerox Company

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Pasay City

September 2009 to January 2011

Process bi-weekly, multi-state payroll for employees using ACS Payroll System. Serves as first point of contact for employee's pay information and health insurance.

- Update, collect and import hours on E-time electronic time keeping system
- Verify hours and PTO information
- Process employee verification and garnishments

- Provide information regarding an employee's pay, hours worked, vacation and sick time hours, etc.
- Handle inquiries, complaints, payroll and health insurance-related questions.
- Organize and process annual open enrollment for benefits
- Calm angry callers; locate resources for problem resolution and design best-option solutions.
- Meet with clients for evaluation and health insurance updates
- Provide an explanation of benefits upon employee's request
- Maintain up-to-date confidential employee files

Customer Service Representative

TELUS International Philippines

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Taguig City

July 2008 to July 2009

- Deal with enquiries & answering calls from new and existing customers.
- Suggest solutions to customers in a positive manner.
- Deal with all escalated complaints and enquiries efficiently and effectively
- Give customers information about company services and products.
- Build long-term relationships with customers
- Assist with basic troubleshooting.
- Handle customer inquiries, complaints, billing questions and payment extension/service requests.

Accounts Receivable Assistant

Centrex Corporation

April 2007 to June 2007

Duties:

- Identify write-off accounts
- Review customer's overdue balances
- Perform write-off's
- Resolve customer billing disputes and escalates to supervisor as required
- Provide different options of payment arrangements
- Transfer accounts to collection agents

Education

Bachelor of Science in Accountancy

Philippine Christian University

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Manila

June 1993 to October 2007

Additional Information

SKILLS AND QUALIFICATIONS:

- Office Experience - General
- Telephone skills
- Typing

- Documentation skills
- Verbal Communication
- Written Communication
- Dependability
- Attention to details
- Ability to handle administrative functions and complete projects
- Proficient with Microsoft Word, Microsoft Excel, Power point, Internet and QuickBooks
- Responsible for other duties assigned

KEY COMPETENCIES:

- Flexibility and Adaptability
- Good interpersonal skills
- Ability to multitask
- Organizational skills
- Communication skills
- Customer Service skills
- IT skills
- Secretarial skills
- Ability to use initiative
- Tact and discretion, especially when dealing with confidential information