

## IRENE DALE COMIA SERRANO

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### OBJECTIVES:

- To improve my personality and find a job that will enhance my capabilities.
- To learn new challenges at work and use them for any purpose in the near future.

### WORK EXPERIENCE

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#### Admin / Sales Representative

##### **Crystal House LLC / Crystal Lab**

Satwa, Round About, Al Hana Center Ground Floor / Robinsons Dubai Festival City, U.A.E.

February 10, 2019 – September 30, 2020

#### Duties and Responsibility

- Serves as the point of contact for the visitors.
- Answering incoming calls and re-directing calls as required.
- Preparing the invoices and accepting payments.
- Dealing with email enquiries.
- Preparing quotation for the special order.
- Ordering special order/stock in B2B and emails.
- Creating and uploading new item.
- Entering the incoming stock in the system.
- Purchasing of office supplies.
- Monitoring of customers account.
- Printing statement of account for the customers every end of the month.
- Preparing daily sales and expense report.
- Printing barcodes.
- Updating the list of pending items with the customers.
- Follow up balance from the customer.
- Creating new customer account and discounts.
- Booking courier service.
- Help customers find items in the store.
- Ensuring working area is tidy.
- Provide customers with information about items.
- Serves customers by selling products and meeting customer needs.
- Check for stock at other branches or order requested stock for customers.
- Resolves customer complaints by investigating problems, developing solutions, and making recommendations to management.
- Wraps and decorates customer's purchases with gift-wrapping paper, ribbons, Swarovski crystals, etc.
- Keep track of inventory.
- Crystallizing shoes, clothes, bag, scarf, etc. with Swarovski crystals base on the customer request.

#### Sales Representative promoted to Assistant General Manager / Admin

##### **Republic Gas Corporation (REGASCO)**

Rosario, Batangas Philippines

February 19, 2017 – September 11, 2018

#### Duties and Responsibility

- Attending meeting with the owner of the company to directly report.
- Sales contact person for inquiries about the product and pricing.
- Renewing vehicle registration.
- Purchasing company supplies, LPG stock, cylinder and accessories.
- Monitoring of PDC deposit.
- Preparing of reports using the company system and Microsoft Office (word, excel, power point)
- Trainer for the office secretaries, Branch Head and Assistant Branch Head.
- Oversee and supervise the work of junior staff.
- Checking Daily Sales Report and Expenses.
- Monitoring of sales target and expenses per day.
- Inventorying refilling plant and showroom actual stock of filled and empty including cash count and collecting money from their vault.
- Maintain computer and manual filing systems.
- Issuing Cheque Payments.
- Responsible for the cash and cheque deposit.
- Cashier (reliever)
- Conducting a fire drill every week to prevent safety

**Branch Head / Sales Representative**  
**Suncrest Gas Corporation (REGASCO)**

Rosario, Batangas Philippines

October 17, 2015 – February 18, 2017

**Duties and Responsibility**

- LPG Store Manager
- Answering phone calls
- Writing Daily Sales Report
- Sending Daily Sales text message to Area Supervisor and Pos Pilot
- Monitoring of Petty Cash Expenses
- Sales contact person for inquiries about the product
- Monitoring of sales and stocks for delivery
- Daily inventory of stock

**Census Team Supervisor (POBLACION)**  
**POPCEN 2015**

**Philippine Statistic Authority**

Rosario, Batangas Philippines

July 27 – September 6, 2015

**Duties and Responsibility**

- Checking/Monitoring of daily task interview result
- Sending text message updates to Area Supervisor
- Scheduling barangay area for survey/interview

**Training Laboratory Clerk**

**San Antonio Medical Center of Lipa, Inc. / Best Health**

Lipa City, Batangas Philippines

March - April 2015

**Duties and Responsibility**

- Typing of lab result
- Updating patient info lab result

**SKILLS**

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- Computer Literate : Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook
- Language Known : Filipino, English

**AFFILIATIONS**

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**Student Ambassador for Culture and Arts**

AMA Computer Learning Center

2014 – 2015

**Sangguniang Kabataan Councilor**

Local Government Unit

Rosario Batangas Philippines

2017 – 2018

## SEMINARS ATTENDED

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### **Basic Occupational Safety and Health**

LPGMA Training Center, 8356 Dr. A. Santos Ave., BF Home, Parañaque City, Philippines

March 23-26, 2017

### **First Aid / Basic Life Support**

LPGMA Fire / Rescue Station, 8356 Dr. A. Santos Avenue BF Homes, Parañaque City, Philippines

June 10-11, 2017

## EDUCATION

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### **Tertiary Education:**

#### **AMA Computer Learning Center Business Office and Administration Services**

2014 - 2015

ATDRMAM Bldg., J.P. Laurel Highway, Mataas na Lupa, Lipa City, Batangas, Philippines

#### **Batangas State University Bachelor of Science in Psychology**

2013 – 2014

Don Claro M. Recto Campus Lipa City, Batangas, Philippines

#### **San Antonio Medical Center of Lipa, Inc. / Best Health Health Maintenance Organization (HMO)**

On-the Job Training

November 2014 – March 2015

#### **Events Management NCIII (TESDA)**

March, 2015

ATDRMAM Bldg., J.P. Laurel Highway, Mataas na Lupa, Lipa City, Batangas, Philippines

### **Secondary Education:**

#### **Padre Vicente Garcia Memorial Academy**

2009 – 2013

Y Zuño St., Brgy. B Rosario, Batangas, Philippines

### **Primary Education:**

#### **Good Shepherd Diocesan School (IFI)**

2008 – 2009

Y Zuño St., Brgy. B Rosario, Batangas, Philippines

## REFERENCES

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Available upon request.