



Monica Jean  
**Estrada**



## SKILLS



## INTERPERSONAL

1. Fast and efficient learner.
2. Easily to understand and operate computer programs really fast.
3. Ability to work Under Pressure
4. Result oriented.
5. A punctual worker.
6. Knows communication skills, multi-tasking skills, Time Management and I am Problem solver.



## OBJECTIVE

- To obtain a job within my chosen field that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.



## EDUCATION

Bachelor's Degree in Information Technology

2015 - Saint Louis College, Phillipines



## WORK EXPERIENCE



Administrator/HR Asst./Document Controller cum Receptionist  
– Al Nasr General Services Est.

Abu Dhabi UAE

August 2019 – Present

- Answer calls and assist queries
- Assist visitors or guest of their needs.
- Checking and answering client/agents emails through outlook.
- Filing of important files from client or agents.
- Schedule appointments for medical, mobilization and demobilization of the employees
- Processing Insurance of Employees Addition, Deletion and Reimbursement.
- Assist and support Managers and Admins task needs.
- Initial CV assessment
- Arranging of Flight Details or Booking of the candidates.
- Maintaining diaries and arranging appointments
- Preparing weekly reports for all clients manpower summary
- Handles incoming and outgoing couriers
- Processing Recruitment and Labour Supply to clients
- Perform data entry and scan documents
- Preparing CVs and correspondence to forward to clients in respect of suitable applicants
- Provide general administrative and clerical support including mailing, scanning, faxing and copying to management.
- Assist in resolving any administrative problems
- Prepare and modify documents including correspondence, drafts, memos and emails
- Searching for companies calling and sending Company Profile for possible clients.
- Reporting to General Manager for call logs and daily introduction letter for possible clients.
- Searching of CV's through Online Portal like Indeed, LinkedIn and Nukrigulf for the clients requirements.
- Handles office admin requirements (preparing quotations, e-mails and letters sending to client or employees
- Preparing Warning Letter Memos and Circulars
- Requesting to Stationary for office needs.
- Responsible for the timely, accurate and efficient preparation and management of documents. Controlling the numbering, sorting, filing, storing and retrieval of both electronic and hard copy documents
- Processing LOA, Security Pass, Gate Pass and Boat Pass for workers

## CONTACT DETAILS

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### Technical

1. MS Office (EXCEL, WORD, POWER POINT AND OUTLOOK)



2. Troubleshooting



3. Networking



4. Offices Machines



### Personal Data

Date of Birth: May 12, 1995

Place of Birth: Mandaluyong  
City, Philippines

Age: 25 years old

Nationality: Filipino

Marital status: Married

Visa Status: Employment Visa



## WORK EXPERIENCE

**Integration Facilitator - Phoenix Publishing House Inc., Philippines**  
September 2017 - April 2019

- Maintain filing and office organization within the Department
- Assist in the preparation of regularly scheduled report
- Act as the point of contact for internal and external clients
- Answer calls and assist queries
- Prepare minutes of monthly Departmental meeting
- Supports for the appropriate use of technology in implementing the Aralinks Software of Phoenix Publishing in assigned Private Schools.
- Check and resolve any Technical problem with the Database and Network
- Provide the progress in the company evaluated every quarter of the year
- Organize and Evaluate School Teachers through Aralinks Software
- Assist with routine and operational duties of the Department
- Conduct internal coaching sessions regarding the Software usage within the Schools
- Support the learning team to have a successful learning outcome.
- Create activities through Aralinks Software and schedule the activity scheduled by the Teacher.

**IT Staff -Isetann Recto Department Store**

Recto Avenue, Quiapo Manila, Philippines  
October 2015-September 2016

- Assist staff with Technical problem including desktop\server software, hardware and system issue
- Meeting requests for information and support within the agreed timescales
- Analyze problems researching potential solutions isolating issues and referring complex problems to senior Technical Staff or Technical Supervisor.
- Handling a large volume of inbound calls and queries
- Taking care of backup and inventory asset management
- Ensures compliance with uptime and performance standards and develops system and product monitoring
- Document procedural guideline and user manuals on various IT project

**IT Help Desk Support – On the Job Trainee -Social Security System**

San Fernando City La Union Philippines

June 2014-October 2014

- Attend and successfully complete all the training modules
- Manages and directs the effective performance to achieve assigned Department service goals
- Assisted IT Staff in fixing all Technical issue within the area assigned
- Attended weekly meeting and discussion for standard



## REFERENCE

Available upon request