

# FEMINC. MACARARANGA

BURJUMAN, Dubai, UAE

Contact # : +971 52 533 0729

Email Address : [f.macararanga@yahoo.com](mailto:f.macararanga@yahoo.com)



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*A well-mannered and congenial individual who's able to collaborate in a professional manner with keen efficiency. A proficient customer service professional who is a confident communicator molded by experiences gathered from working in different working environments and countries. High energy level and able to work under pressure in an organized way. Flexible to work in shifts. Has remarkable verbal communication skills that I use productively to deal with divergent customers. Determined to work hard to ensure and provide excellent customer service and uses feedback to acquire a finer comprehension what the customers really want.*

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## WORK EXPERIENCES:

### RYCX LEGAL CONSULTANT (COORPORATE PRO SERVICES)

March 2021 – till present

Emarat Atruim Building, Al Safa Dubai

#### **Job Position: Receptionist**

- Responsible for answering switchboard phones, routing calls to appropriate offices, and taking down messages.
- Greet visitors and clients as they walk into the office.
- Provide assistance in sorting incoming mails, as well as in processing outgoing mails.
- Responsible for keeping record of appearances in court, and for scheduling meetings.
- Keep calendars and record of supplies inventory for the office.
- Create various forms for effective correspondence, and perform data entry and general administrative tasks, such as scanning and filing of documents.
- Organize book rooms, expenses for the company and couriers.
- May serve refreshments at meetings.
- Provide support to paralegals, the office manager, and other staff, for the smooth operation of the office.
- Carry out administrative duties such as filling, copying, binding, scanning, etc.

**Ero's Boutique LLC**

May 2017 -December 2020

Taj Hotel, Downtown ,Dubai ,UAE

Job Position : Front Desk Officer cum Admin Assistant

- Accountable for graciously welcoming the guests, keep records of visits and appointments.
- In-charge of handling customers asking information regarding the product.
- In-charge on handling telephone inquiries.
- Ensure the security of handling cash always registered.
- Prepare Daily Sales Report, & other related paper works.
- Monitors all items to be delivered,
- Responsible for ordering all required items.
- Maintain a thorough knowledge of product and services to deal with queries promptly and efficiently from customers.
- Coordinate repairs to office equipment.
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**UAE BUSINESS CENTRE (Business Set- Up)**

May 2014 – April 2017

***Business Village Port Saeed, D e i r a Dubai******Job Position: Executive Assistant to Owner/ Office Secretary***

- Managing the electronic diary. Scheduling meetings, personal appointments, telephone interviews and conference calls.
- Reading, monitoring and responding to the owner's emails always. Ensuring confidentiality.
- Ensuring payments of personal utilities are paid on time
- Organizing international travel and preparing complex travel itineraries.
- Attending events/meetings and conferences with owner to promote Business Set up, our services and most importantly our brand.
- Answering telephone calls and handling queries efficiently and in a timely manner.
- Liaising with staff, clients and suppliers alike. Ensuring completion of all work.
- Conducting research on the internet.
- Implementation and management of office filing systems.
- Sourcing and ordering stationery and office equipment
- Claiming of all business expenses on behalf of owner.
- Inducting new staff and assisting with HR duties where necessary.

### **Assist PRO in :**

- Preparing documents and Coordinating to PRO (under our business set up) for DED, Labor and Immigration forms.
- Dealing Online -Payment system and coordinating with banks and accounts.
- Updating and maintaining the PRO database e.g, scanning passports, labor contracts, labor cards and visa details.
- Scanning of all Education Certificates onto PRO Database
- Organize of passports and /or labor cards to be given to staff if required in PRO's absence.
- Tracking of entry dates of new starter for visa purposes
- Assisting employees and manager with day to day PRO queries
- Ensuring all relevant documentation and information is forwarded to the PRO.

### **LE SUCCES FRENCH BAKERY**

**August 2012 till June 2014**

#### **Motor City Dubai, UAE**

#### ***Job Position: Customer Service Officer***

- Ensuring customer service standards are met to maximize sales.
- In-charge of handling customers asking information regarding the product.
- In-charge on handling telephone inquiries.
- Ensure the security of handling cash always registered.
- Prepares Daily Sales Report, & other related paper works.
- Monitors all items to be delivered,
- Responsible for ordering all required items.
- A job in the field of communication, interaction, public relation, & other operation where the acquired skills & knowledge shall make substantial contribution.
- Maintains high standard in dealing with clients by offering & promoting new ideas & themes.
- Maintain a thorough knowledge of product and practices in order to promptly and efficiently deal with queries from customer.

### **Other Skills**

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- Strong work ethics through high level of integrity and moral standards in Oral & Written Communication and Interpersonal Skills.
- Self -motivated with positive attitude tolerance, Responsible and hardworking.
- Can easily adapt to new ideas and willing to be trained in tasks that could further enhance knowledge.
- Strong organizational and time management skills. Goal-oriented and well organized
- Thinks strategically and analytically, multitasks, and prioritizes.

## Software Skills

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(Knowledge in using Microsoft Office Suite (Word, Outlook, Excel, and PowerPoint))

## PERSONAL DETAILS.

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- Languages : English, Tagalog
- Visa Status : Employment Visa / Transferrable
- Nationality : Filipino
- Date of Birth : November 12,1986

### EDUCATION QUALIFICATION

*Bachelor of Science in Computer Secretarial*

(Bataan Polytechnic State University Philippines)

Year 2005

*Diploma in Beauty Culture and Hairdresser*

(Camren's Fashion School, Balanga City, Bataan, Philippines)

Year 2008

*Executive Secretarial Business  
Communication Training,*

(Oscar Cultural Institute,  
DUBAI UAE)

*Attested from KHDA from July26,2019*

***I hereby declare that the above written particulars are true to the best of my knowledge and belief.***

