

## RODA LYN A. MAGLANQUE

Reem island Abu Dhabi, UAE

E-mail add: [maglanque.rodalyn@yahoo.com](mailto:maglanque.rodalyn@yahoo.com) / [maglanque.rodalyn1@gmail.com](mailto:maglanque.rodalyn1@gmail.com)

Contact number: +971 501278898 / +971 2 4496055

Visa Status: Visit Visa valid until March 2021



**PROFESSIONAL SUMMARY:** Executive Secretary and Office Administrator. More than a year of experience in UK Government Visa and Immigration and 5+ years of experience in administration and secretarial role.

---

### EDUCATION:

**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION  
MAJOR IN MANAGEMENT**

Araullo University, Philippines

### COMPUTER SKILLS:

- Microsoft office and MS Teams
  - Microsoft Teams
  - Adobe Pro Basic
- 

## PROFESSIONAL WORKS EXPERIENCE

### ENTRY CLEARANCE ASSISTANT

#### BRITISH EMBASSY ABU DHABI

Al Hosn Street Al Markaziyah West, PO Box 248 Abu Dhabi, U.A.E

March 2019 - August 2020 (Job Loss due to Covid-19 Pandemic)

- Performed day to day process in visa application and do a variety of administrative task such as uploading of visa application data to data bases, amending biographic data as necessary to achieve 100% accuracy with printed record while meeting and exceeding the agreed benchmark.
- Successfully deployed as a Regional relief staff in Islamabad and carried out variety of visa writer's task. Selected to be part of Special Handling Team and assists Assessing Officers for Super Priority, diplomatic & exempt applications, compassionate cases and overseas territories (Commonwealth applications).
- Utilized strong communications skills for direct interview on applicants to obtain the right information for decision making process. Assisted assessing officer in Tagalog interpretation.
- Collaborated with the Team Leader and team member for new updates in uploading visa application data.
- Reviewed visa application details/supporting documents and linking applicant history. Effective use of Central Reference System, streaming tool and conducting local alerts and sponsor checks.
- Maintained the security and integrity of all vignette, control sheets, customer information and documents during sticking.
- Concluded refusals and printed Biometric Residence Permit letter.
- Scanned out all the applicants' passport at Decision Making Center, dispatched applications and sorted Direct Applications according to VAF number.
- Conducted audit and housekeeping of passport bank to ensure no passport are left behind and old cases are dispatched on time according to customer service standard.
- Assisted casework for refund of withdrawn applications by updating in Data base in each application.
- Performed other administrative duties during lockdown such as but not limited to contacting applicants and monitoring of inbox for the applicants response.

### SECRETARY AND COORDINATOR

#### TRANSATLAS CONSTRUCTION AND BUILDING & SPEEDONE GENERAL MAINTENANCE

(Construction, Facilities/Property Management and Manpower Supply Company)

P.O Box 33696 Abu Dhabi, U.A.E

January 2016 – March 2019

- Handled reception and front desk. Managed and assisted daily operations and other related tasks such as completion of accurate papers work, correspondences and transactions according to company policies and procedures. Performed complex and general office duties, clerical and administrative support to all staff.
- Managed office supplies, petty cash, prepared quotations, LPO, invoices and payment receipts. Negotiates with the price and procured materials and services from suppliers.
- Prepared and organized Risk Assessment, method statement, service reports and permits.
- Systematic Planning of the staff routine and schedule. Actively participated in planning, organizing and managing work schedules.
- Resolved customer concerns efficiently. Utilized strong communications skills to serve customers and increased the number of clients by an average of 25% through constant marketing and cold calling. Liaising clients, tenants of commercial, residential and retail properties.

- Advertise job vacancy, sorted, sifted applications and arranged interview. Trained new admin staff on the system and company policies and procedures.
- Completed vendor registration process to enable the company participates and bid in different projects by submitting all necessary documents such as Trade license, company profile and all other documents as required.

#### **EXECUTIVE SECRETARY**

##### **INTERCO DÉCOR CO. L.L.C**

P.O Box 38876 Abu Dhabi, U.A.E

November 2013 – January 2016

- Collaborated with General Manager, staff and engineers on site. Performed general office duties, clerical and administrative tasks such as handling correspondences, prepared comprehensive quotations, Performa invoice, and submittals, lpo's and material purchase order.
- Prepared required documents such as passports, photo, company documents and completed staff visa application online.
- Completed vendor registration process to enable the company participates and bid in different projects by submitting all necessary documents such as Trade license, company profile, technical submittals, etc.
- Assisted in daily operations, drafted letters and memo. Handled phone calls and arranged meetings.
- Advertise job vacancy, sorted, sifted applications and arranged interview. Trained new admin staff on the system and company policies and procedures.
- Answered phone calls and dealt with customer concerns.

#### **CUSTOMER CARE ESPECIALIST**

##### **DIGITEL MOBILE PHILIPPINES INCORPORATED TELECOMMUNICATIONS COMPANY**

Quezon City Manila Philippines

October 2012 – August 2013

- Utilized strong interpersonal skills to serve the client's needs. Assigned in the main operations (sales division) of the company. Knowledgeable in overall operations of the company in Retail Division, from sales, complaints, disputes, receiving clients. Etc.
- Processed service provisioning orders for the customers on the system and communicated to the head office thru written request.
- Dealt and solved customer concerns and complaints. Maintained sales report, records and accounts of the clients.
- Received, maintained and handled daily cash report transactions.
- Completed accurate papers work and transactions according to company policies and procedures.
- Provided comprehensive and general information about the company's products and services.

#### **TELEMARKETING REPRESENTATIVE**

##### **TELEFORCE ASIA INC.**

Paranaque City Manila Philippines

June 2011 – June 2012

- Contacted private individuals over the phone.
- Delivered and prepared script to persuade potential customers to purchase our product
- Maintained, records of telephonic interactions, orders and accounts
- Received and handled inbound and outbound calls. Respond to customer inquiries.
- Served and provided customers with product and service information.
- Resolved customer concerns, approximately 10 inbound and outbound calls per hour.
- Completed call logs and produce call reports. Prepared sales report, and processed orders of customers online.

---

#### **PERSONAL INFORMATION:**

Languages: English & Tagalog

Nationality: Filipino

Civil Status: Single

---

**ATTESTED CERTIFICATES AND REFERENCES AVAILABLE UPON REQUEST**