

# RAMON SAN GABRIEL

## SENIOR OFFICE SERVICES / FACILITIES ADMINISTRATOR



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### ABOUT

Experienced Senior Office Services and Facilities Administrator with a demonstrated history of working for top global professional services firms and management consulting industry. Skilled in office coordination, coordinating budgets, logistics coordination, and vendor negotiation.

### WORK EXPERIENCE

#### **Senior Office Services / Facilities Administrator (Jan 2016-Present)**

##### **Kearney Middle East Ltd. – A Leading Global Management Consulting Firm**

- Setup workstation and IT equipment for office events (e.g. projector, screen, laptop and sound system).
- Maintain and troubleshoot data points, printers, fax machine, Cisco desk phones and video conference.
- Manage contractors and negotiate contracts to ensure optimum value for the company.
- Prepare proposal and documentation coordinates, record and track office expenditure to manage budget.
- Register and update office access of all the employees for security purpose.

#### **Office Services Administrator / Technical Assistant (April 2014-January 2016)**

##### **Kearney Middle East Ltd. – A Leading Global Management Consulting Firm**

- Monitor and maintain computer system, networks, printer, faxes, telephone and Video conference, Blackberry support and configuration.
- Troubleshoot system and network problems and diagnose to solve hardware/software faults. Provide support, including procedural documentation and relevant reports (e.g. Track it system)
- Requisition of office supplies and supervision of the office assistant and external cleaner to keep the office clean and well organized.
- Assist to do research (e.g. company details, profiling, financial data etc.) using Zawya, MEED, Google etc.

#### **Customer Service Representative (May 2012-Nov 2013)**

##### **DealsHabibi – A secured online shopping company in the Middle East**

- Collect customer feedback and made process changes to exceed customer satisfaction goals then suggested new procedure to persuade cancellation of orders.
- Maintain customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

#### **Administrative Assistant (Nov 2008-Mar 2012)**

##### **EDM Barge and Equipment Rental – Privately Owned for Leasing Heavy Equipment Machines**

- Provide logistical support for programs, meetings and events, including room reservations, agenda preparation and calendar maintenance.
- Coordinate with vendors and communicate instructions.
- Identify and recommend changes to existing processes to improve accuracy, efficiency and quality service.

**Customer Service Representative (Oct 2007-Oct 2008)****Advanced Contact Solutions, Inc. – BPO provider and leader in the call center industry**

- Provide high level of customer support about health insurance coverage.
- Evaluate account and service histories to identify trends, using data to mitigate future issues.

**Customer Service Representative (Aug 2006-Sep 2006)****JustFlowers.com – BPO provider that send flowers delivered by top local florists**

- Gather information for the flower arrangement and search online for available florist who can do the arrangement with the lowest cost.
- Maintain customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

**Warehouse Supervisor (Jun 2005-Jul 2006)****Chino's General Merchandise – Logistics and Distribution of Goods**

- Track production and quality control systems to proactively identify deficiencies. Record information, shortages and discrepancies to keep records current and accurate.
- Maintain high levels of accuracy in daily operations and financial records, such as accounts of weekly collections and billings, and records of receipt.

**EDUCATION**

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- Bachelor of Science in Computer Science, Informatics International College

**CERTIFICATION**

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- Microsoft Excel from beginner to advance by Udemy – issued May 2020.
- Ateneo Leadership and Social Entrepreneurship Program by Ateneo De Manila University – issued November 2019.
- Certified First Responder/Emergency/Advance Medical Technician by Eurolink Safety – issued October 2017 until September 2020.

**LANGUAGES AND INTERESTS**

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- Tagalog (Native), English (Fluent)
- Play musical instruments, basketball, badminton, table tennis, chess, puzzle games and watch problem-solving movies or series.

**SKILLS**

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- Adept in Technology - MS Office Package, Teams, WebEx, Cisco Desk Phone
- Communication and coordination with various stakeholders
- Time Management and Organizational Skill - prioritize and meet deadlines
- Detail Oriented

**ACHIEVEMENT**

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- Advanced Contact Solutions Effective Communication Skills Top Team (90% accuracy)
- Completed 5 years of service at Kearney and received an award for excellent service.
- Kearney's Battle of the Band – won the global wide firm competition with a prize of shooting a professional video clip and used internally by the recruitment team to showcase the firm's working environment.

**REFERENCE IS AVAILABLE UPON REQUEST**