



AISAH TOROGANAN

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PROFESSIONAL SUMMARY

Detail-oriented and highly organized administrative professional with over 5 years of experience supporting various departments, managing client relations, and ensuring seamless office operations. Skilled in coordinating administrative tasks across multiple areas, including leasing, operations, accounts, and marketing, with a focus on optimizing efficiency and maintaining accurate records. Proven ability to handle complex scheduling, manage documentation, and support senior management with reporting and communication. Seeking to apply my strong administrative skills and extensive experience to contribute to a dynamic administrative role in a growth oriented organization.

Work Experience

The Mall, Dubai, United Arab Emirates Admin Executive

2023 – 2025

- Assist various departments, including Operations, Technical, Accounts, Leasing, and Marketing, by managing administrative tasks, facilitating communication, and ensuring seamless operations within the mall management office.
- Oversee the filing, organization, and maintenance of essential documents, including contracts, letters, memos, employee files, and leasing documentation. Ensure that circular emails, official notices, and other correspondence are drafted, approved by the CEO/GM, and properly distributed.
- Act as the primary point of contact for tenants regarding all marketing-related matters, including managing hoarding sticker artworks, branding agreements, and quotations. Coordinate marketing efforts, collaborate with the Marketing Specialist, and oversee the update of mall screens and directories.
- Maintained accurate records of parking system transactions, ensuring alignment with the accounts department, and tracked store openings, renewals, and transfers by collecting checklists from relevant departments and preparing reports for management review.
- Collect, consolidate, and prepare monthly reports from various departments, with a focus on marketing data for presentation to the CEO and GM. Handle office supplies, pantry requests, and attend meetings with potential collaborators, presenting proposals and partnerships to senior management.

DesignTex, Dubai, United Arab Emirates

Receptionist cum Admin Sales Coordinator

2021 – 2023

- Greet and assist all walk-in clients, ensuring a professional and welcoming experience. Handle incoming phone calls, assess the nature of the inquiry, and route calls to the appropriate departments (e.g., Accounts, Purchase, Marketing, or Production). Maintain a clear record of all communications and client interactions for future reference and follow-up.
- Prepare and issue quotations by calculating buying costs, applying management-approved percentages, and negotiating prices with suppliers to meet client budgets. Liaise with suppliers and manufacturers to confirm product availability and negotiate pricing for large quantity orders. Ensure accurate documentation of orders, including the creation of sales orders, job orders, delivery notes, and sales invoices using Focus software.
- Monitor the status of pending orders and assist with order processing during peak periods, such as addressing backlog in the Gents Tailoring department. Track and manage the progress of orders, ensuring that they are completed on time and as per client specifications.
- Prepare and submit daily, weekly, and monthly reports to the Head of Department, detailing sales quotations, orders, purchase orders, deliveries, and payment status.
- Maintain organized filing systems for documentation, ensuring that all client orders, quotations, and related paperwork are properly filed and easily accessible.

GCD Human Resource Consultancy, Dubai, United Arab Emirates

Marketing Consultant

2019 – 2020

- Conducted cold calls to potential clients, introducing the company's recruitment services and identifying companies in need of workforce solutions. Secured meetings with HR managers or company owners to discuss recruitment needs, ensuring appointments with the CEO were successfully arranged.
- Conducted initial interviews with potential candidates, evaluating qualifications and cultural fit for client companies. Provided detailed briefings to candidates on the recruitment process, procedures, and expectations to ensure transparency and preparedness.
- Coordinated interview schedules between clients and candidates through both phone calls and email, ensuring alignment with client preferences. Maintained clear communication with clients and candidates throughout the recruitment process to ensure a smooth and efficient experience for both parties.
- Prepared necessary documentation such as demand letters, agreements, and other legal documents required for both local and overseas recruitment processes. Designed and created graphic job advertisements to be posted on company social media channels, job portals (e.g., Indeed, BetterTeam), and other relevant platforms, optimizing reach within budget constraints.

Dr. Cecelio Putong National Highschool, Bohol, Philippines

Subject Teacher

2017 – 2019

- Developed detailed lesson plans, engaging PowerPoint presentations, and visual aids to support effective learning. Designed and implemented a variety of learning activities, including seatwork, to enhance student comprehension and engagement.
- Set clear objectives for each lesson, unit, and project, ensuring alignment with curriculum standards and communicated these objectives to students. Delivered lessons in a dynamic and interactive manner, fostering a positive and productive learning environment.
- Regularly attended professional meetings, educational conferences, and teacher training workshops to stay updated on the latest teaching methods and educational trends.
- Maintained accurate and comprehensive student records in compliance with legal requirements, district policies, and administrative guidelines.

SPi CRM

Technical Service Representative

2014 – 2017

- Managed a high volume of inbound calls, efficiently addressing and resolving customer inquiries related to technical issues, aftersales transactions, and account billing.
- Delivered exceptional customer service by troubleshooting and resolving technical problems, ensuring a seamless customer experience.
- Maintained strict confidentiality of customer records, especially sensitive billing and account information, in compliance with privacy policies.
- Coordinated follow-up actions by scheduling callbacks to ensure timely resolution of customer concerns and maintain satisfaction.
- Collaborated with cross-functional teams to provide timely solutions and improve overall service quality.

Education

Bachelor of Secondary Education

Mindanao Islamic Computer College

2008 – 2012

Expertise

- Office Administration & Organization
- Client Relations & Communication
- Document & File Management
- Scheduling & Calendar Coordination
- Report Preparation & Data Management

Language

- English & Tagalog