

SHERILYN S. SORIANO

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Address: **Al Nahda, Sharjah, UAE**

Visa Status: **Cancelled Visa**



WORK EXPERIENCES:

Makan Interiors LLC, Business Bay Dubai, UAE - Secretary/Office Admin/PA to General Manager

January 16, 2017- March 31, 2020

- Assisting in supervising daily business transactions.
- HR Duties such as: looking for candidate for recruitment, preparing offer letter, HR forms etc.
- Preparing LPOs, BOQs, Invoices and other required documents in opening, closing or during a Project.
- Vendors point of contact
- Project Coordination

Caliente Trading LLC Al Qouz, Dubai, UAE- Admin Assistant

December 8, 2014 to January 28, 2016

- Assist Operations Manager in supervising daily business transactions.
- Responsible in looking and recruiting staff for different branches around U.A.E.
- Address operational issues and concerns in a timely manner.
- Preparing Schedule for the sales staff, Visa processing by coordinating with the PRO.
- Monthly inventory for the shops and warehouse.
- Freight in and Freight out of the products.
- Preparing daily sales reports.

Convergys Philippines- Customer Service Associate

November 19, 2012 to April 15, 2014

- Handled Cigna Health Care Insurance, one of America's health care insurance.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- by answering product and service questions; suggesting information about other products and services.

Teleperformance- Customer service representative

March 25, 2008 to March 3, 2010

- Handled Sprint account, America's mobile phone carrier.
- Handling billing and activation for mobile phones and offering products for upselling.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Mary Pauline Salon-*Receptionist/Accounting staff*

April 27, 2007 to January 31, 2008

- Welcomes clients by greeting them, in person or on the telephone; answering or referring inquiries.
- Maintains security by following procedures; monitoring logbook.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Recording daily business transactions using QuickBooks.
- Computing for monthly payroll and commission.
- Updating financial books and preparing financial statements.

EDUCATIONAL ATTAINMENT:

TERTIARY 2003-2007

Pamantasan ng Lungsod ng Valenzuela

Graduated with Bachelor in Science in Business Administration Major in Management.

Awarded as Dean's Lister (Academic Award for 5 semesters)

VOCATIONAL COURSE Mar 15 to Dec 9, 2010

St. Augustine School of Nursing Professional Caregiver

SKILLS:

Microsoft Office Expert

Quick books

Peach Tree- SAGE

Excellent English Communication skills

Strong Motivational and Leadership skills

PERSONAL INFORMATION:

Birthdate: **August 14, 1986**

Religion: **Roman Catholic**

Nationality: **Filipino**

Height: **5'2"**

Civil Status: **Single**