



## **MARITES M. MATAAC**

Discovery Garden, Dubai, UAE

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Citizenship: Filipino      Date of Birth: 04 April 1978

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### **OBJECTIVE**

To become a part of an organization that can offer a better room for career growth and development, and be able to share my knowledge and skills at the same time helping achieve company's goals.

### **SUMMARY OF SKILLS/QUALIFICATIONS**

Excellent telephone skills, fluent verbal/written communication in English, Microsoft Office and Internet skills, attention to detail, professionalism, customer focus, team player, multi-tasking, organization, quality focus, confidentiality.

### **EDUCATION**

University of Batangas      Batangas City  
Bachelor of Science in Commerce  
➤ Major In Business Management  
➤ March 1999

### **PROFESSIONAL EXPERIENCE**

**Company :** Prosperity Insurance Brokerage DMCC  
**Position Held :** Administrator/Compliance Officer  
**Employment Date:** April 2018 to present

#### **Duties And Responsibilities:**

- Keeps all clients file organized by efficient filing and database administration.
- Checks client details through Zurich Online System, including policy unit values and payments made/due.
- Attending to all local/international calls and client's inquiries.
- Providing comprehensive and consistent support with regard to all relevant functions of business.
- Clearing all outstanding premiums.
- Attending to all any professional emergencies that may arise in the absence of Executive Consultant, thus providing excellent internal and customer service and assisting business needs.
- Chasing up with the clients all the pending documents.
- Maintaining and updating client's records.

- Filling and completing all required documents and valid forms before forwarding to the relevant business departments.
- Provides clerical and administrative support
- Organizing and storing paperwork, documents and computer-based information

#### **Compliance Officer Duties and Responsibilities**

- Assess operational risks
- Provide financial crime compliance advice
- Creating and implementing AML frameworks, procedures and policies
- Acting as a first point of contact for compliance concerns
- Training staff on compliance procedures
- Developing strategies for risk management
- Reviewing and auditing the organization's adherence to compliance procedures
- Remaining up to date on current regulatory and compliance changes
- Reporting compliance issues and recommending changes

**Company :** Jerry Varghese Global  
(JIC Management Consultant DMCC)  
Dubai, UAE

**Position Held :** Secretary to the Managing Director

**Employment Date:** July 2017 to March 2018

#### **Duties And Responsibilities:**

- Manage and maintain the MD's diary and email account.
- Prepare correspondence on behalf of the MD, including the drafting of general replies.
- Conduct and schedule weekly diary meetings with the MD to discuss upcoming engagements, invitations and other requests.
- Maintain executive's agenda and assist in planning appointments, board meetings, conferences etc.
- Attend meetings and keep minutes.
- Receive and screen phone calls and redirect them when appropriate.
- Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.)
- Make travel arrangements for executives.
- Handle confidential documents ensuring they remain secure.
- Co-ordinate and facilitate with all departments and outside persons.
- Establish and maintain professional relationship within and outside the company.
- Monitor office supplies and negotiate terms with suppliers to ensure the most cost-effective orders.

**Company :** Emirates Buildings P.S.C  
Dubai, UAE

**Position Held :** Receptionist cum Secretary

**Employment Date:** Sept. 2014 to June 2017

#### **Duties And Responsibilities:**

- Operate company telephone switchboard ensuring accuracy, courtesy and efficiency in dealing with calls and taking messages.
- Manage receipt, distribution and dispatch of incoming and outgoing courier documents or packages to and from the company.
- Provide administration related support to all departments as required.
- Fax, scan and photocopy of documents as required

- Maintain orderliness of the reception area & perform any other duty as assigned by the Line Manager from time to time
- Manage walk-in customers and handle their inquiries. Answer, screen and transfer inbound phone calls
- Prepare written responses to routine enquiries, modify documents including correspondence, reports, drafts, memos and emails.
- Schedule and coordinate meetings, appointments and travel arrangements for managers or supervisors
- Coordinate maintenance of office equipment, maintain records for staff, telephones, parking and petty cash.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software.
- Coordinating with PRO on staff related issues, track Passport, Labour card, Health Card expiry dates and handle renewal requirements.
- Can do the processing of the visa of the worker.
- Assist for making tender, follow ups project proposals.

**Company :** **Al Maliki for Training & Development**  
**Abu Dhabi, UAE**  
**Position Held :** **Training Coordinator/PA to the Chairman**  
**Employment Date:** **March 01, 2010 to March 2014**

**Duties And Responsibilities:**

- Responsible for the coordination of all marketing activities.
- Ensure marketing activities are in compliance.
- Develop marketing concept, objective, materials, advertisement, programs and other special events approved by Senior Management.
- Responsible for being the primary contact to the existing/prospect clients.
- Responsible for the company registration.
- Arrange meeting to the client for proposals.
- Making the course arrangement for the upcoming courses.
- Coordinating with all hotels for the training venue of the course.
- Assist the instructor during the course for the attendance sheet and course evaluation and certificate deliver.
- Negotiate with approved hotels & venues for the annual corporate rates & agreements outside and inside UAE.
- Communicate & liaise with the instructors regarding visa requirements, tickets, hotel bookings & other requirements.
- Coordinates with clients regarding the course venue & instructor's accommodation.

**Company :** **Nexus Insurance Brokers LLC**  
**Abu Dhabi, UAE**  
**Position Held :** **District Secretary/Personal Assistant**  
**Employment Date:** **March 18, 2007 January 30, 2010**

**Duties And Responsibilities:**

- Keeps all clients file organized by efficient filing and database administration.
- Prepares all necessary documents for meetings (first meeting with the client, follow up meeting and regular meetings with the existing clients.
- Encodes letters, memos and other general correspondents.
- Checks client details through Zurich Online System, including policy unit values and payments made/due.
- Attending to all local/international calls and client's inquiries.

- Providing comprehensive and consistent support with regard to all relevant functions of business.
- Clearing all outstanding premiums.
- Attending to all any professional emergencies that may arise in the absence of Executive Consultant, thus providing excellent internal and customer service and assisting business needs.
- Chasing up with the clients all the pending documents.
- Maintaining and updating client's records.
- Filling and completing all required documents and valid forms before forwarding to the relevant business departments.
- Providing comprehensive and consistent support with regard to all relevant functions of business.
- Provides clerical and administrative support
- Arranging meetings, taking minutes and keeping notes
- Organizing and storing paperwork, documents and computer-based information
- Arranging travel and accommodation
- Arranging both in house and external events

**I confirm that the information provided by me is true and complete to the best of my knowledge and belief.**

**Marites Mataac**

**Applicant**