



PROFILE

An expert HR recruiter, Admin Secretary, & administration, has over 10 years international experience in private companies. With a strong attention to detail and high-level communication skills, has expertise in handling recruitment & secretarial duties. An excellent administrator, a loyal dedicated employee who happily takes all tasks requested with a proactive approach. Seeking new opportunities to share knowledge, skills and experience in a rewarding and stimulating company environment.



CONTACT

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PERSONAL PROFILE:

NATIONALITY: FILIPINO
AGE: 35 years old
BIRTH DATE: August 31, 1989
STATUS: Married

CZARMAINE ALLYSON TUBONGBANUA

HR Recruiter Specialist/Admin Secretary

EDUCATION

XAVIER UNIVERSITY ATENEO DE CAGAYAN
BACHELOR OF ARTS MAJOR IN INTERNATIONAL STUDIES
MARCH 2010

WORK EXPERIENCE

LR CONSULTANTS

Lowther Rolton Services DMCC
JANUARY 2022 – PRESENT

HR Recruiter Specialist

- Supported initial screen of applicants and initial phone interview screen, contributing to the overall efficiency of the hiring process
- Assisted in coordination of hiring process, streamlining the candidate experience
- Created job descriptions and person specifications, working with line managers, CEO, Business Consultant, for accurate representation of roles and responsibilities
- Used job boards, agencies and social media platforms to advertise roles
- Source passive candidates using CV databases (LinkedIn, Indeed, NaukriGulf or whichever applicable database platform for easier and convenient hiring process
- Handled administrative tasks related to HR functions, enhancing overall departmental productivity
- Sending Job Work Offer, Non-Disclosure Agreement (NDA to consultants if applicable)
- Communicating with the Shortlisted Candidates for the Job Interview Availability
- Coordinating with the client partners in the KSA for the interview availability of the consultants
- Assisting Managing Director in the Hiring Process for New Consultants/New Hires
- Maintaining a spreadsheet for all the Job Applicants for easy and fast tracking



ADDRESS

Discovery Gardens, Dubai

UAE

LANGUAGES

- English – Fluent
- Tagalog - Native
- French – Basic
- German – Basic
- Spanish - Basic

- Organizing and planning the online meetings of our Managing Director for all his online & face to face job interviews schedule
- Preparing all the necessary documents and reviewing the materials prior to the meeting
- Sending Meeting links to the clients/or candidates and reminding the Managing Director/Line Manager for all his job interview meeting schedule
- Taking Important Notes for the Feedback from Manager after job interview and sending email notification to shortlist/rejected and accepted candidates
- Organizing all important files and contact details
- Updating all Contact details in HubSpot CRM Software for new clients, old clients, and all potential clients or whatever relevant to the company's business
- Monitoring and checking the weekly and monthly attendance timesheet of the consultants in Saudi Arabia (Project in KSA)
- Monitoring and checking the weekly and monthly expense claim sheet to avoid any error
- Assisting and supporting the Consultants/New Hires for what they need
- Sending Weekly Timesheets Reminder to the Consultants/New Hires
- Sending Monthly Timesheets and Expense Claim Sheet to the Consultants/New Hires
- Preparing all the relevant and required documents for the KSA Business Visa Processing for New Consultants/Hires
- Preparing NOC Letter for the Visa Application for New Consultant/New Hires
- Assisting in processing all necessary travel requirements for New Hires/Consultants
- Closely checking and monitoring the requirements to avoid any delay in the visa processing
- Assisting New Consultants/New Hires on their Onboarding
- Helping and processing in DMCC UAE Residence Visa Application for New Employees Inside and Outside the country or for employees under husband's visa
- Checking and preparing all the necessary requirements for Visa Processing
- Following the step-by-step process in DMCC portal
- Uploading all the relevant documents in DMCC portal required for the processing

- Checking all the DMCC Employee Contract has been verified and signed by both parties, the employer, and the employee
- Checking and verifying that the Medical Application has been successfully processed
- Checking and verifying that the Emirates ID Application has been successfully processed
- Reminder notes to always cross check the requirements and the process for Dubai & other GCC countries for visa processing as the rules is not constant and suddenly changes to avoid any penalty charges
- Communicating with the Consultants for all the necessary required documents for the said position such as Passport Copy with a minimum validity of six months, passport photo, personal details necessary such as home address, contact number, and contact person to be notified in case of any emergency
- Arranging and Making Meeting Appointments for the Managing Director using the preferred applicable platform such as Microsoft Teams, Zoom, Google Meet, Webex Application, or any preferred application for the meeting by the client or the managing director
- Managing the calendar of the Managing Director/Line Interviewer Manager and Setting up meeting schedule, notifications of the meetings for cancellation if required

LR Consultants

Lowther Rolton Services DMCC

January 2022 – Present

Admin Secretary

- Representing the brand of the company, maintaining cleanliness of the front desk area and always give good customer service to all new and old inquiries and assisting all the incoming visitors and directing them to their appropriate meetings
- Screening all Inquiries and transferring them to the appropriate department only when relevant and necessary
- Monitoring the Expiry of the Tenancy Contract for the Company
- Processing all the required documents for the Ejari of the Company
- Preparing all necessary documents for all the monthly invoicing to the clients
- Managing daily petty cash expenses if required and necessary
- Acting as the Executive and Admin Assistant in the absence of the Executive Secretary or when on leave
- Acting as the Secretary and Admin Assistant in the absence of the Executive Secretary or when on leave
- Attending weekly online meetings with our Managing Director and the employees for updates and discussions for the progress of each consultant to their respective proposals, and contracts if it is still ongoing, it has been rejected, the proposals has been lost or it has been successful and time frame given for the said project
- Monitoring and checking the Consultants Invoice Monthly
- Ordering lunch for the Managing Director, CEO and guest

- Coordinating visas and travel arrangement for employees/consultants
- Attending online client meetings with our Managing Director and taking notes and capturing the important highlights of the meetings
- Coordinating travel arrangement for consultants/employees/clients/new hires

LA MARQUISE DIAMONDS AND WATCHES DMCC

FRONT DESK RECEPTIONIST

DECEMBER 2012 – MAY 2021

Front Desk Receptionist Duties

- Main point of contact for all the guests/clients/customers from their arrival until departure and to make sure that they are greeted and received warmly and given with the correct information to their respective meetings, to the right person with proper assistance in a friendly and professional manner with a high-level standard of customer service.
- Coordinate with our team to offer refreshments and meeting rooms to ensure that all guests are being taken care of as per company policy
- Coordinate with clients request such as booking a taxi or any public transport information to ensure that customers have a world class experience
- Handle all incoming and outgoing telephone calls professionally and direct the calls to respective person to ensure all calls are attended proficiently.
- Handle all incoming and outgoing mail and documents.
- Handle all and coordinate with courier shipment for shipment delivery to clients.
- Maintain daily and monthly log sheet to provide right information and data for invoicing
- Main contact person and coordinate for all meeting room requirements to all scheduled meetings to avoid any conflicts
- Provide administrative and clerical services to guests and other departments such as photocopying, scanning, faxing, mailing, data entry or any other urgent matters.
- To make sure the front desk is always kept clean, tidy, organized and presentable as per Company's Branding.

HR Recruiter Skills

- Recruitment Management
- Candidate Sourcing
- Interview Facilitation
- Job Advertising
- Database Management
- HR Operations

HR Strengths

Effective Communicator

- Used excellent communications in conducting phone interview screening, ensuring the right-fit candidates for respective roles

Strategic Sources

- Identified right candidates using CV databases and LinkedIn

Interview Facilitator:

- Provide extensive support for interviews ensuring a successful hiring rate

Secretarial Responsibilities:

- Receives, direct, relay telephone messages, fax messages and all other types and Respond to all types of general inquiries
- Assist in planning and preparations for the meetings
- Maintain general filing system and all types
- Provides word processing, secretarial support

Accounts Assistant Responsibilities:

- Checking Daily of Sales Report for all shop branches
- Creating invoices, filing receipts and dealing with all financial documentation
- Checking petty cash and daily balance
- Checking and putting entries for all expenses
- Receiving cash on hand from all retail shops
- Daily monitoring of cash on hand
- Entry of journals to keep a day-to-day record for each shop's transactions
- Checking, monitoring and tallying daily sales of bank transactions to ensure accuracy of figures
- Calculating overtime for all Salesperson Staff
- Responsible for all verification, checking and monitoring of all documents from all retail shops
- Prepare, examine and analyze accounting records, financial statement and other financial records
- Knowledge and use of Suntech Software and QuickBooks for Accounting & Perform other accounting duties as it may requires

Sales Admin Assistant Responsibilities:

- Assisting customers in providing jewelry product information
- Preparing all customer/clients sales orders
- Coordinate with Production manager for all sales customer orders
- Responsible for filing Sales order and Sales order acknowledgment and saving it on drive
- Preparing shipping instructions to be sent locally/internationally to scheduled delivery of the customer orders
- Preparing Excel for Gold Chain Requirement for all sales order
- Creating and Preparing Diamond Excel Requirement for all sales order

Customer Service Representative

May 2011 – October 2012 APAC CUSTOMER SERVICE INC CUBAO, PHILIPPINES

- To handle customer inquiries, checking, monitoring the deliveries and status of local newspaper in the United States
- Resolves customer questions, complaints and requests
- Provides pricing and delivery information and process orders
- Creating any business type of letters
- Daily checking and sorting out of all types of emails

SKILLS AND COMPETENCIES

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- Fully qualified H Recruiter & Admin Secretary
 - Competitive in achieving or exceeding set goals and targets
 - Always willing to do extra work to gain valuable experience
 - Proactive and assertive in dealing with people to achieve goals
 - Ability to quickly learn new technological systems and software programs
 - Loyalty to the company and entrusted position through extreme confidentiality, responsibility and initiative
 - Self-motivated and results-based
 - Excellent in prioritization and time management skills
 - Leadership and supervisory skills
 - Tolerant and flexible to different situations
 - Excellent analytical and problem-solving skills