



MA. JOYCELEN Q. DE VERA

Shabiya 11, Mohammad Bin Zayed City, Mussaffa
deverajoyce25@yahoo.com | Mobile +971 56 3145958

Objective

To contribute a robust 6 years of experience performing the duties of a Front Desk Executive with a track record of performing clerical and administrative duties superbly, ensuring that clients have a favorable impression of the company's image, will be maximized.

Summary of Qualifications

- Excellent in verbal and written communication skills.
- Strong communications and interpersonal skills.
- Must be able to navigate the Internet efficiently.
- Experience dealing with Customers including quoting, order processing and tracking delivery and quality performance.

Work Experience

TWMA United Middle East Ltd.
Receptionist/Office Coordinator

Mussaffah 46, Abu Dhabi
August 14 2019 to April 8, 2020

➤ **Reception & Front Desk**

- Provide general support to visitors and welcomes visitor by greeting them.
- Maintains security by following procedures, monitoring logbook and issuing visitor badges.
- Ensure visitors are aware of safety requirements and alert concerned department/staff when visitors arrive.
- Direct visitors are aware of safety requirements and alert concerned department/ staff and office.
- Properly maintains and monitors the visitors log sheet.
- Reply to email, telephone or face to face enquiries.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Maintaining office services as required (such as cleaners, maintenance and Office printer companies)
- Receiving and dispatching deliveries.
- Performing ad-hoc administrative duties.
- Copying, scanning, printing and updating notice boards.
- Ensure daily outgoing mail is available for collection every afternoon and any courier/special deliveries package collected.

➤ **Administration**

- Take minutes of meetings and distribute immediately after.
- Proactively deal with incoming correspondence and responding/directing as appropriate.
- Collect stationery and consumable requests from each department.
- Raise purchase requisitions for stationary and office related consumables.
- Maintain Miles Driven Tracker for workshop vehicle.
- Raise purchase requisition for warehouse & office utilities, office cleaner and any other administration requirements.
- Ensure the purchasing process is always adhered to.
- Assist and coordinate with Personnel Logistics Coordinator for staff accommodation requirements.
- Organize lunches and refreshments for meetings.
- Book and co-ordinate conference rooms and conference call numbers.
- Ensure that bookings are up to date and maintained/cancelled when not required.
- Updating Company Contacts List with all leavers/new starts as advised by HR.

➤ **HSEQ and regulatory compliance**

- Ensure that all visitors and personnel are made aware of their Health & Safety and Environmental obligations.
- Always maintain safe and working practices.

Green Track General Contracting LLC

Secretary cum Receptionist

Shabiya 9, MBZ, Abu Dhabi

Jan 2016 – Aug 5 2019

➤ **Contract Administrator**

- Prepares Contracting Plan to support project execution activities.
- Assisting management in Drafting contracts based on standard terms and conditions.
- Ensure that all relevant contract documents during quotation and order phases are filed correctly in both electronic and hard copies.
- Complete the tender document, ensure correct signature and arrange for on time delivery of the document.

➤ **Sales Administrator**

- Develop and maintain high level of communication with customer regarding status of RFQ.
- Establish Cost and List Price matrices to deliver consistent and timely customer quotations.
- Undertake Contract Review for customer orders to ensure all aspects are correct, including price, profitability and delivery dates.
- Ensure continual improvement of quoting process.
- Generate turnkey quotations, including labor, material costs, margins and lead times.
- Following up on outstanding documentation and quotes.
- Customer relationship development, Attending to walk in customers & Liaising with Clients daily.
- Handle incoming calls and emails from potential and existing customers, designate to the sales consultant and ensure that sales are closed.
- Ensure queries are attended to and feedback is provided to relevant parties.
- Responsible in keeping the materials after duty.
- Performed a good quality of work within the standard of the company.
- Maintain stationary and consumables inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for urgent requirement.

AL AMRY TRANSPORT & GENERAL CONTRACTING L.L.C.

Receptionist cum Document Controller

Sanaiya, Mussaffah, Abu Dhabi

Oct. 2013 – Dec. 2015

➤ **Receptionist**

- Greeting all the visitors coming to the front desk and announced their arrival to the housekeeping staff.
- Handling the incoming calls on the switchboard and diverting to concerned department.
- Receiving couriers and handing it over to respective individuals.
- Addressing incoming mails to concerned person in the respective departments.
- Maintains updated records of all in coming and out-going documents.
- Data entry.
- Operates office equipment.
- Conducts inventory of office supplies and request of office supplies to the Management.
- Representative as per request from the different office personnel.
- Contacting/Coordinating with suppliers in making orders of office supplies.
- Assisting Purchasing Manager in filing Local Purchase Order.
- Supporting HR team in managing daily attendance.
- Make petty cash summary as requested by Project Engineers.

➤ **Document Controller**

- File documents in physical and digital records.
- Create templates for future use.
- Retrieve files as requested by employees and clients.
- Manage the flow of documentation within the organization.
- Maintain confidentiality around sensitive information and terms of agreement.

ABU DHABI NATIONAL HOTELS COMPASS ME L.L.C.

Team Leader

ADEC Schools Al Ain

Aug. 2011 – Sept. 2013

- Conducted TOOL BOX TOPICS (Safe Work Procedures and Health Awareness Topics) every day.
- Responsible in checking the grooming of the staff.
- Assisted the staff in preparing the cleaning equipment before duty.
- Checked all the offices, reception area, clinic, washrooms and restocked if needed.
- Responsible in keeping the materials after duty.
- Assisted Classroom Teachers to prepare teaching materials.

Education

Course : Bachelor of Arts Major in English – March 1997

From : Pangasinan State University Philippines

Units Earned : Bachelor of Arts in Secondary Education

From : Colegio San Jose de Alaminos, Pangasinan, Philippines