

MARIA AURORA VILLELA



PROFILE

A motivated administrative professional seeking a position in a challenging environment. Over 10 years' experience successfully providing administrative and secretarial support to the operational department. Proficient in a range of computer applications. Well-developed communication and customer service skills.

CONTACT

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Deira, Dubai, U.A.E.

EDUCATION

BS in Business Administration Major in Marketing

PAMANTASAN NG LUNSOD NG MAYNILA

Intramuros, Manila Philippines 2003-2007

Torres High School 1999-2003

Gen. Vicente Lim Elementary School 1993 – 1999

EXPERIENCE

1. ADMIN/LEASING/HR OFFICER

Optitalia Group -Head Office - Business Bay, Dubai

January 27, 2019 – June 14, 2021

Manage **End to End HR Process** (Recruitment, Onboarding, Trainings, Offboarding) includes **Visa and Labor Card** for Renewal/New/Cancellation)

Render counseling and advice to all employees in line with **company policies and UAE Labor laws**. cascading Company's Memorandum.

Generate **Company and employee insurance**.

Organize **Payroll** by collecting, calculating, and entering data including **timesheet, deductions, benefits** and uploads **the WPS** through Bank Transfer for less than **50 employees**.

Upholds **employee summary list** with their **leave and End of Service** calculation for finance purposes.

Prepares and facilitates **various document requests** such as **Salary Certificates, Employment Certificates, No Objection Letters/Certificates**, and Request for Settlement and Cancellation.

Manage **DHA/HAAD/MOH Licenses** for Optometrist.

Orchestrates **communications with Mall Management** requirements for the **Projects, Lease Agreement AND Ejari** (mall Portals: EMAAR RETAIL SERVICES, MAJID AL FUTTAIM Partner Connect, /NAKHEEL/MERAAS).

Establish **coordination with contractors and sub-contractors** for the drawings submission / permit and POLICE permits applications, DEWA, Dubai Civil Defense, fit out works, demolitions, Annual Maintenance Contracts, IT services, and Letters for **5 boutiques**.

Administrative responsibilities in association with the local authorities requirements from **Economics Department** (Dubai, Abu Dhabi) and **TRAKHEES** (Jebelali free zone), **DAFZA**(Dubai free zone) and **Health Authorities DHA/ HAAD/MOH, RTA, Dubai Tourism, Support Top Management** duties.

AfterSales Service In-Charge -Additional Department

Optitalia Group -Head Office- Business Bay, Dubai

March 2019 – June 14, 2021

Establish **coordination with the SUPPLIERS**: SAFILO (e.g. Dior, Fendi, Jimmy Choo), MARCHON (Nike,DKNY, Salvatore Ferragamo, etc.), DE RIGO (Police, Chopard), CUTLER&GROSS, BLACKFIN, DITA, MATSUDA,ITALIA INDEPENDENT (Hublot, Disney, Marvel), AND KERING EYEWEAR(Gucci, YSL).

Acknowledges and attend around **300 customers** in their inquiries via emails, texts, and phone calls **across GCC**.

Service the **customer's complaints** and resolves the issue as necessary

Generates and processes **new sales leads** as necessary

Deals with problems as they arise

Monitor customers to make sure that they are satisfied with repairs/replacement

Backing any necessary data or reports to the sales team and filing reports or presenting sales team with necessary documents

Exercises **attention to detail**, as customers may have the same problems; reports the problems as necessary

2. HR /ADMIN Officer

Alpha Optical LLC.-Head Office Abu hail, Dubai UAE

April 2011 - December 31, 2018 (7 years and 8 months)

Personal assistant to the Owner and Regional Manager including Visa applications to other countries like US, Canada, EU Schengen, China, flight arrangements, hotel bookings, personal errands.

Provide counseling and advice to all employees in line with **company and HR policies and UAE Labor laws**. Doing Company's Memorandum

Manage **End to End HR Process** (Recruitment, Onboarding, Trainings, Offboarding) includes Visa and Labor Card for Renewal/New/Cancellation)

Process **Company's and staff insurance**.

Maintains and updates **employee master list** and their **leave** and **End of Service** calculation for finance purposes and **Payroll** by collecting, calculating, and entering data including **timesheet, deductions, benefits and uploads the WPS** through Bank Transfer for **75 employees**.

Prepares and facilitates **various document requests** such as **Salary Certificates, Employment Certificates, No Objection Letters/Certificates and Request for Settlement and Cancellation**.

Arrange and apply **DHA/HAAD/MOH Licenses** for optometrist and nurses

Coordinates with **Mall Management requirements** for the Projects (mall Portals: EMAAR RETAIL SERVICES, MAJIDALFUTTAIM Partner Connect, YAS MALL ACONEX/NAKHEEL.
Coordinates with contractors and sub-contractors' **drawings / mall and Police Permits**), DEWA, ADDC, SEWA, Dubai Civil Defence, Annual Maintenance contracts for 14 stores.

3. **Internal Monitoring Analyst/Encoder Purchasing Department**
Ever Group of Stores - Head Office Recto, Manila Philippines
April, 2008- March 2011- (3 years)
4. **Administrative Officer – Check Processing Unit**
Banco de Oro Universal Bank- Manila Philippines
Sept., 2007-March, 2008
5. **Sales Service Admin -Business Development Dept.**
Ayala Land International Sales Inc.-Head Office (Real Estate)
Unit 501 Ayala Tower I, Ayala Triangle Ayala Avenue, Makati City Philippines
May 2007-August 2007

SKILLS

Team Player
Highly organized and takes initiatives
Proactive approach
Computer Literate
Excellent Communication skills
Microsoft Office Literate
SAP Prod system 2008-2011
DOTLINE system (HR) 2011-2018
SQL Sybase - Optitalia/Marchon 2019-2021
ODOO software 2020-2021

PERSONAL

Birthday:	July 23, 1987
Birthplace:	Manila, Philippines
Height:	5'3
Citizenship:	Filipino
Civil Status:	Single
Tourist Visa :	November 2, 2021