

Jennifer Cortez

Move Coordinator / CSR / Admin Assistant

Abu Dhabi

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To be able to take part in Company's progress and development, by having a challenging position in any working field where my experience and skills will be utilized and attain both professional and personal growth.

Work Experience

Move Coordinator / CSR / Admin Assistant

CSS Homeward Bound branch of Consolidated Shipping Services

April 2015 to April 2018

Facilitated relocation operations for customers including schedule planning, moving, storage, and delivery timelines to ensure success and customer satisfaction.

- Assisted with front-line customer service including answering phones and greeting customers, build lasting client relationship as a primary point of contact, providing exceptional customer service.
- Meticulously maintain client database via internal Customer Relationship Management software.
- Offers additional service options to client, making effective recommendations, alternative and suggestions to clients. and negotiate terms of agreement during the relocation process.
- Responsible for assisting in the selection of the new staff and their training.
- Respond to complaints from customers by telephone or mail and give after-sales support when requested. Inform clients of unforeseen delays or problems.
- Negotiate with shipping lines, partners and agents to secure the most efficient service for the client and whole process of quotations (origin and destination rate request as per country-IAM). Calculate the cost of relocating clients over a worldwide range
- Set up new files in the system and assigned to a Consultant and Manages On-site inventory (pre-move survey) evaluation and total volume estimation of items to be relocated.
- Calmly and efficiently communicates with current and prospective clients, providing any required information and maintaining correspondence throughout the removal process.
- Obtains and completes Insurance proposal forms and assisting the client with the successful completion and handing over of any claim's documents.

Data Entry Specialist

Axiem Corporation - Manila

September 2013 to February 2015

- Receive shipping documents sent on email in adobe PDF/ MS word format, and opening the attachment/ files containing the information to be registered.
- Efficiently register new consol and then shipment into edi software program for each import shipment, based on the shipping documents provided.
- Sound attention to details and the ability to double check own work at certain intervals,

requiring constant, and cross checking my work in progress and correcting errors that need amended.

- Ensure all information entered 100% accurate before submitting to Australian customs and Australian Quarantine inspection service through electronic sea cargo automation reporting.
- Good hand-to-eye co-ordination skills capable of transferring information from documents into computer system.
- Arrange cargo movements to destinations overseas. And involved in all modes of transport including air, sea, road and rail freight.
- Specialist expertise relating to preparing and processing documentation for international shipping.
- Typically review documentation such as commercial invoices and shipper's export declaration

Bills of Lading.

- Also look at any other documents required by the carrier or the country of import or trans- shipment, including HM Customs documents - which are produced digitally, creating paperless working methods.
- Involves working with others' and so being able to communicate clearly and being very organized is essential.

Operational Assistant / Coordinator (Import/ Export/Document Controller)

EUROMOVERS INTERNATIONAL LLC - Dubai

February 2009 to August 2012

International Removal Company.

- Independently corresponding with customs and overseas agents
- Sales coordination with the sales team
- Supervising all types of freight activities
- Preparing quotations to local clients and overseas agents for import & export
- Assigning jobs to operations and handling staff.
- Maintaining cordial relationship with overseas agents, sea freight agents.
- Follow up with clients for collection against outstanding invoices / dues
- Updating the clients about their import and export shipments
- Follow up with clients for documents concerning export and import clearance
- Arrange release of containers (ocean export shipments)
- Coordinating with transporters and suppliers for placing containers
- Negotiating with Airlines regarding air and sea export shipments
- Handling air and ocean export & import at all terminals in UAE
- Handling petty cash.
- Scheduling and Team Coordination.

Receptionist / Admin Assistant / Customer Service Executive

THE FILIPINO CHANNEL Mediacom International - Dubai

January 2005 to July 2009

A Multi-National Company based in Dubai involved in the distribution of Pay TV channels and in sales of satellite receivers and karaoke systems

- Handles the busy switchboard
- Assist walk-in clients

- Assist the customers with their inquiries about TV subscription, KK, latest promos and new product line.
- Provide solutions to customers' concern regarding payment, signal activation, technical problem, installation etc.
- Maintain customer relation through follow-up and reminder calls. Accept payment regarding their subscription due.
- To communicate the information such as schemes and promotional activities from time to time
- To persuade and convince the customers to buy MCI products to increase the company's sales
- Record and maintain the outcome of each call on a daily basis for the managers' analysis report
- Understanding technological changes in customer behavior with respect to digital TV, Satellite TV channels and audio visual entertainment
- Support to implement strategies with the management to maximize the marketing effort throughout global distribution
- Maintain customer relation through follow-up and reminder calls.
- Assists management regarding efficient cost minimization of human and financial resources towards maximum revenue and marketing response.
- Monitors the daily marketing and business development activities of all employees in all branches and reported irregularities to the CEO.
- Prepares commission statements for branches and merchandisers of the whole company for approval of the CEO on a monthly basis.
- Provides assistance to branches on their various Sales and Marketing requirements
- Handles the bookings of employees for vacation, for exit, or those returning to their country of origin and other tasks that may be assigned from time to time.
- Provide administrative assistance to the Department Manager and other officers as required or as requested including typing, transcription, information research, filing and taking telephone messages including call screening.
- Drafts memos, financial and other reports as appropriate. Schedules and performs word processing activities; formats, revises and prints out final copies of complex documents for other employees.
- Schedule appointments, processing mail, answering phones and ordering supplies.
- Make arrangements and assists with executive management meetings, conferences and other meetings. Coordinate all travel arrangements for the Department Manager; Creates travel itinerary and schedules in accordance with authorized travel requests.

Education

Bachelor of Business Administration in Management
UNIVERSITY OF THE EAST PHILIPPINES

Skills

excellent in Communication and Customer Service skills (10+ years)

Additional Information

Personal Information:

Nationality: Filipino

Status: Single

Visa Status: Visit Visa

Can join immediately

HIGHLIGHTS OF QUALIFICATION:

- Highly motivated and continuously progressed through personal dedication in my chosen field of endeavor. Highly organized with a positive attitude.
- Ability to adapt quickly to challenges and changing environment. Energetic, positive and selfmotivated.
- Able to handle multiple assignments under high pressure and meet tight deadlines.
- Establish genuine rapport with co-employees and clients. Quick learner with desire to learn new things.
- Strong Knowledge of Customs, tariffs, carriers rate, service and routes.
- Proven abilities in freight dispatching and routing,
- Proficient in the use of MS Window Based Applications i.e., Word, Excel, PowerPoint
- Proficient in using the internet
- Excellent Customer service and communication skills