



# MAUREEN VALENCIA



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 Abu Dhabi, UAE

## About Me:

- Extensive experience & strong administrative proficiency.
- Computer literate (Microsoft Application)
- Experienced sales & customer service person
- Telephone Etiquette
- Excel in handling a variety of questions, concerns & complaints.
- Eager to provide client satisfaction, promote affirmative experiences, achieve business target, deliver results above expectations.
- Motivated person who enjoys working in a multi-cultural environment.
- Good interpersonal communication skills (written & verbal)
- Self-starter & fast learner with willingness to gain knowledge & be trained.
- Dynamic & Resourceful in the completion of projects, effective in multi-tasking
- Detail-oriented, efficient & organized professional.
- Has the ability to work under pressure.
- Law-abiding citizen, highly trustworthy, committed.
- Self-Empowered
- Express excellent Personal Presentation and Grooming Disciplines that will reflect and complement the highest standards of the company.

**References, Certifications, Attested & Pertinent Documents are furnished upon request.**

## Competency Summary

### Experiences:

- ▶ Administrative Assistant
- ▶ Receptionist cum Teacher Assistant
- ▶ **HR Assistant**
- ▶ Secretary
- ▶ Promoter
- ▶ Cashier cum Sales Assistant (vice versa)
- ▶ *Facilitates & Coordinates Events / Staffing / Party Hosting / FacePainter / Back Drop & Balloon Deco / Flower Decorator & Crafting Invitations & Giveaways*
- ▶ *Retail Clothing Management (Basic Dressmaking)*
- ▶ *Part Time – Property Consultant*

### Education:

#### **Bachelor of Science in Computer Science (2008)**

University of Saint Louis Tuguegarao  
Mabini Street, Tuguegarao City, Philippines

## Career History

### SUMMIT INTERNATIONAL SCHOOL

**August 24, 2014, to PRESENT**

Sector 4, Madinat Zayed

Abu Dhabi, UAE

Tel # 02 622 2504

**Administrative Assistant** cum Receptionist/Teacher Assistant

- ▶ Assist the school administration in their administrative jobs. (Registrar, PRO, HR, Accountant, *IT Manager*, Supervisor/Social Worker, Department Coordinators)
- ▶ Coordinates information to staff for visa processing, labor contract signing, Emirates Id releasing.
- ▶ Maintains, update, sorts & files (student file, clinic files and employee files)
- ▶ Prepares Forms Format & Signages
- ▶ Assist in the School Registration Process.
- ▶ Assist in facilitating student Assessment & Interviews of students (KG Department)
- ▶ In charge of the release of school uniform.
- ▶ In charge of the ordering and receiving of the school/office supplies
- ▶ Doing Artwork & visual presentation for school events/activity
- ▶ Assist in the preparation of **School Accreditation Documentation**
- ▶ Encodes Students Attendance at Esis System for information dissemination.
- ▶ Supports the recruitment process by organizing the CV of Applicants as per their qualifications.
- ▶ Performs other related duties as maybe assigned by the *Principal & Vice Principal*.

## TRAININGS & SEMINARS/FORUMS

- ▶ *Fire Fighting – UAE*
- ▶ *First Aide & Defibrillator Training - UAE*
- ▶ Customer Service Orientation
- ▶ Cashiering
- ▶ Personality Development & Sexual Harassment Seminar
- ▶ Management Development Program
- ▶ Pro Active Store Mgmt. & Supervision
- ▶ PhilHealth's Employer Forum
- ▶ 5 S Training cum Workshop
- ▶ Holistic Approach to Credit & Receivables Management
- ▶ English Proficiency Sessions
- ▶ Fair Trade Law Seminar

### Receptionist

- Meet, greet, and assist parent/visitor with their concern and queries.
- Answer telephone calls and direct them to the person concerned.
- Communicates necessary issues or concerns to the Administration or to Teachers to be resolved.
- Call Parents for any gentle reminder for fee payments or any issues that needed immediate attention.

### Teacher Assistant

- Assist the teacher in general learning activities inside the classroom - *Numeracy, Literacy, Guided reading, Phonics, Arts & Craft, Creative Play, Games & Sports*
- Assist & supervise the students general health & welfare.
- Help them develop their social skills with other students.
- Ensures & guides students cope with the lessons by attending to their individual needs.
- Assist the students in their display of school presentation or activity.
- Doing artwork & visual presentation inside the classroom/school

## LIFE CARE HOSPITAL

July 3 – Aug 3, 2014

*Mussafa, Abu Dhabi, UAE*

*Tel # 02 414 8241*

### Receptionist

- ▶ Meet, greet, and assist patient/visitor with their concern and queries.
- ▶ Answering telephone calls
- ▶ In charge in the preparation & processing of documents pertaining to *SICK LEAVE*
- ▶ Updates all department & branches regarding operation memos, circulars, implementing regulations & processes of the company/ government.
- ▶ Performs other related duties as maybe assigned by the HR Director, Gen. Manager & Asst. Gen. Manager

## CAGAYAN APPLIANCE CENTER

October 2011 to January 31, 2014

*35 Mabini Street, Centro 4,*

*Tuguegarao City, Philippines*

*Tel # 078 844 0476*

### HR Assistant

- ▶ Conducts preliminary screening (interview & examination) of applicants, checks & collates the results of the examination.
- ▶ Maintains records of the applicants & assists the HR Director in the review of personnel qualification standard for staffing.
- ▶ In charge of the preparation & processing of documents

- pertaining to salaries, wages, contributions & deductions.
- ▶▶ Monitor's attendance/time records in preparation of payrolls
  - ▶▶ Assist the HRD in the preparation, conducting & facilitating human resources development programs/seminars.
  - ▶▶ Updates all department & branches regarding operation memos, circulars, implementing regulations & processes of the company/ government.
  - ▶▶ Represents the company in conducting job fairs, seminars or product orientation, legal liaison concerning human resources.
  - ▶▶ Maintains & update personnel files.
  - ▶▶ Takes the minutes of the meeting during the Executive Committee meeting.
  - ▶▶ Performs other related duties as maybe assigned by the HR Director, Gen. Manager & Asst. Gen. Manager

### **AL OWAIS & MANFIELD ADVOCATE, SOLICITOR**

June 2010 -August 2010

**& LEGAL CONSULTANT (Dr. Hadif Al Owais)**

P.O. Box 16686 Al Rigga Dubai, United Arab Emirates

Tel # +971 04 221 9000

#### **Secretary**

- ▶▶ General Administrative work such as correspondence, typing, faxing & sending e-mails, sorting out office mail, attending our visitors (clients),
- ▶▶ Maintenance of strictly confidential files, answering telephone calls.
- ▶▶ Print out E-mails received for the day, pass to the concerned person for immediate action.
- ▶▶ Arranging travel itineraries & purchase of office stationeries & other supplies
- ▶▶ Handling petty cash & company expenses such as telephone/ electricity/ water bills, office supplies, cleaning /hygiene supplies
- ▶▶ Preparing payment vouchers, cash receipts, cheques
- ▶▶ Coordinates to the PRO for legalization of documents
- ▶▶ Calendaring/Scheduling of court appearances of respective Attorneys
- ▶▶ Assisting in the preparation of Legal Documents, Memorandum of Agreement, Affidavits, Civil & Commercial contracts, etc.

### **KnK Promotion Company (LLC)**

May 20, 2010 – as per contract

Al Rais Bldg. Mezzanine Floor, Bur Dubai,

Dubai, United Arab Emirates

Tel # +971 04 351 7761

#### **Promoter**

- ▶▶ Responsible for promoting & advertisement of the product assigned & ensure increase in sales.
- ▶▶ Convince the customer to try & buy the product by informing them knowledge about the benefit of the product.
- ▶▶ Submit daily report of sales to the company.

- ▶▶ Reporting directly to Area Manager and discussion of Marketing Strategies based on customers' complaints and requests.

### **MARKS & SPENCER (AL FUTTAIM COMPANY)**

March 1, 2009 – March 13, 2010

Deira Branch, Al Sallahudin Road,

Dubai, United Arab Emirates

Tel # 971 04 2222 000

#### **Sales Assistant cum Cashier**

- ▶▶ Attending to the needs of walk-in customers & convincing them to buy a particular product & giving them good customer service.
- ▶▶ Assisting & entertains the customer's needs & queries in a warm & friendly manner & refers them to the concerned staff if needed (walk in or phone call customers)
- ▶▶ Cashiering (Tender the cash & give receipts – with touch screen terminals - POS)
- ▶▶ Daily Price Check for stock accuracy
- ▶▶ Replenishing & Displaying goods in the assigned area
- ▶▶ Receiving of Stock Delivery
- ▶▶ Responsible for putting the price before replenishment/display.
- ▶▶ Assist during the inventory of stocks.
- ▶▶ Assist in administrative/accounting office when needed.
- ▶▶ Performs other related duties as maybe assigned by the Store Supervisor/Manager

### **ACE HARDWARE (AL FUTTAIM COMPANY)**

August 1, 2008 – February 28, 2009

Dubai Festival City,

Dubai, United Arab Emirates

Tel # +971 04 206 6665

#### **Cashier cum Sales Assistant**

- Cashiering (Tender the cash & give receipts – using touch screen terminals - POS)
- Assisting & entertaining the customer's needs & queries in a warm & friendly manner & refers them to the concerned staff if needed.
- Daily Price Check for stock accuracy
- Replenishing & Displaying goods in the assigned area
- Responsible for putting the price before replenishment/display.
- Submits daily sales for accounting.
- Assist during the inventory of stocks.
- Assist in administrative/accounting office when needed.
- Training of new staff for cashiering
- Performs other related duties as maybe assigned by the Store Supervisor/Manager

