



FLORENDA PEREZ CLORES
CISCM, CISCP

To pursue a challenging growth-oriented career in a reputable organization that could utilize and improve my skills, knowledge and experiences; to be able to contribute effectively and efficiently to the Organization; to continue learning and grow within the organization.

AREAS OF EXPERTISE

- ☞ Administration
- ☞ Human Resources
- ☞ Document Control & Management
- ☞ Secretarial
- ☞ Personal Assistant
- ☞ Executive Assistant
- ☞ Customer Service
- ☞ Reception Support
- ☞ Operation & Sales Support
- ☞ Project Coordination
- ☞ Supply Chain, Logistics & Procurement / Purchasing
- ☞ Order Processing
- ☞ Accounts Support
- ☞ Credit Collection
- ☞ Office IT Skills
- ☞ Data Entry & Archiving

Sharjah, UAE | +971 56 6799857 |
florenda@gmail.com |
ae.linkedin.com/in/jameela-perez-67b8284a

PERSONAL INFORMATION

Muslim Name : Jameela Perez
Date of Birth : 27 January 1980
Nationality : Filipino
Religion : Muslim
Language : English, Filipino

Driving License:

UAE Lic. No.: 1577771
Expiry Date: 07/03/2020
Place Issued: Dubai - U.A.E.

REFERENCES: Available on request.

CAREER PROFILE

Bachelor of Science in Computer Science degree holder. Competent and organized individual consistently recognized for attaining company goals within a challenging environment since 12 years career in Dubai, UAE. Reports directly to top management and moves effortlessly across all levels towards the areas of expertise.

Able to manage to work fully by utilizing organizational, leadership, coordinating, planning and interpersonal skills. Has effective client/supplier relationship management and ability to develop strategies.

Has exposure to accounting policies & procedures. Worked with support service operations, document handling and distribution.

COMPETENCIES

- Excellent written and oral communication in English.
- Proficient in computer operation.
- Hardworking, highly trustworthy, honest, efficient, initiative, reliable, self-driven, optimistic, goal & result oriented, considerate, resourceful, active, innovative, collaborative.
- Effective at multi-tasking, strong work ethic and highly trainable.
- Thrives in high pressure and deadline driven environment.
- Detail-oriented with good analytical skills to run day-to-day operations.
- Work in minimal supervision.
- Independent decision-making and quick resolution of issues with ability to set priorities without compromising controls.
- Strong time management.

CERTIFICATIONS

• **Certified International Supply Chain Manager (CISCM)**

International Purchasing and Supply Chain Management Institute (IPSCMI), Lewes – Delaware – U.S.A.
Certification ID: CISCM2141132275
Issued: 10-Nov-2014 | Expiry: 9-Nov-2019 taken at Blue Ocean Academy, Dubai, United Arab Emirates

• **Certified International Supply Chain Professional (CISCP)**

International Purchasing and Supply Chain Management Institute (IPSCMI), Lewes – Delaware – U.S.A.
Certification ID: CISCP2141132950
Issued: 10-Nov-2014 | Expiry: 9-Nov-2019 taken at Blue Ocean Academy, Dubai, United Arab Emirates

PROFESSIONAL EXPERIENCE

DUTIES AND RESPONSIBILITIES

❖ AL AREESH INVESTMENTS LLC

Group of Companies
PO Box 37738, Dubai, UAE

Jan 2011 – Jul 2017

ADMINISTRATIVE OFFICER /

Personal Assistant to Chairman

<http://www.alareeshinvestments.ae>



WORKS UNDER AFFILIATE COMPANIES:

➤ SKY RAIL GENERAL TRADING LLC

Dubai, UAE

Product: *Heavy Lifting Equipment*



Head of Operations

[Feb 2016 to Jul 2017]

Business Development Executive / Operation Assistant

[Jan 2014 to Jan 2016]

➤ AL AREESH GENERAL TRADING LLC

Dubai, UAE

Product: *Liquid Detergents, Engine Oil*

Project & Sales Coordinator

[Jan 2016 to Jan 2017]

➤ GO SMART

Dubai, UAE

Product: *Web Solution & Software Development*



Project Coordinator cum Telesales Marketer

[Sept 2015 to Jul 2016]

➤ ICARE MEDICAL CENTER

➤ **The European Center for Hair & Skin Care Center**

Al Ain, UAE

Project Coordinator

[Jun 2014 to Jul 2017]

➤ Other Divisions

- ☛ AAI Agriculture
- ☛ AAI Healthcare (Turnkey Solutions)
- ☛ Advanced Systems Medical Equipment Trading
- ☛ Genesis MENA (Health & Wellness Division)
- ☛ MY SKIN Dermatology Clinic
- ☛ UNIFOX

[Jan 2011 – May 2014]

Project Coordinator

Administrative Officer

- Lead and control the daily operations.
- Identify outdated practices and developing continual improvement processes for the organization.
- Handle confidential information in line with the firms' data security protocols.
- Attend/Preside corporate and client meetings including Recording & Preparing Minutes of the Meeting.
- Business Planning.
 - Work & Liaise with Group Heads to develop, manage and execute operational plans.
 - Maintains professional and technical knowledge.
 - Attend industry related events, exhibitions, seminars, workshops and conferences.
 - Plan, direct activities, develop and implement product marketing strategies including advertising campaigns and sales promotions.
- Finance.
 - Recording office expenditure.
 - Developing budgets, manage liabilities and funding requirements.
 - Handles Petty Cash, online banking and company cheques; receiving and issuing payments, manage commercial banking relationships.
 - Handling accounts receivable/payables.
 - Cost Control.
 - Set performance targets and financial reporting.
- Human Resource.
 - Central point of contact between the management and the employees.
 - Liaises with PRO for immigration & labour concerns and all other related government agencies for legal documents processing.
 - Establishment of business organizational structure.
 - Recruiting, training of employees, ensuring health benefits, Processing Payroll.
 - Delegation of tasks and accountabilities.
 - Monitor and evaluate performance. Initiates corrective action.
- Project Management.
 - Responsible for the timely completion of installation, commissioning and handing over of the projects to the customer.
 - Provide operational support to manage projects with clients, handle business procurements, in line with established policies and procedures.
- Office and Facilities Management.
 - Manage company property such as cars, telecommunication devices, laptops, tools, etc.
- Clerical Task.
 - Managing Filing system, Business Correspondence, IT Support, writing contracts, Travel Arrangements and event coordination (includes Flight, Visa & Hotel Accommodation booking).

PROFESSIONAL EXPERIENCE

DUTIES AND RESPONSIBILITIES

❖ MANA RECRUITMENT SERVICES

PO Box 97888, Dubai, UAE

Sept 2008 – March 2010

Project Marketing and Recruitment
Coordinator

❖ ALPHAMED Medlab

PO Box 11245, Dubai, UAE

<http://www.akigroup.com>

Feb. 2008 – Aug 2008

Sales Coordinator - Medical & Laboratory
Division

❖ INTERNATIONAL RUBBER COMPANY LLC

PO Box 27140, Dubai, UAE

<http://www.inrubber.com/>

08 Oct. 2006 – 31-Jan. 2008

Sales & Credit Collection Coordinator

Achievement: Appreciation Certificate
for Good Performance (October 2007)

Project & Sales Coordinator

- To respond quickly and efficiently to all in-coming sales enquiries and follow ups swiftly and sending out information.
- Prepare quotations, project proposals, timeframes, schedule, MSRA and budget.
- Up-keep of supplier/client database.
- Overseeing the accounting, Pricing, Costing and billing.
- Prepare and review Agreements / Contracts and Tenders documents.
- Identify suitable backup plans to cover unplanned or unexpected needs.
- Organize & manage team daily scheduling, safety requirements, certifications and training required, day-to-day work accomplishments, material requests and other concerns.
- Register domain names, create/setup emails and maintain multiple company emails.
- Ensure that all projects are delivered on-time, within scope and within budget.
- To liaise at all times with all team members and work as team to reach targets set.
- Ensure resource availability and allocation.
- Management of subcontractors.
- Coordinate with insurance brokers for Site Operations and accident claims.
- In-charge of all logistics operation and documentation for import and export shipments.
- Monitor and coordinate deliveries to ensure that all items arrived and delivered on time.
- Handling and monitoring of claims to factories and vendors for defectives, shortage, missing parts.
- Monitor supplier performance to assess ability to meet quality and delivery requirements.
- Suggest and recommend strategies for collection and delivery control.
- Maintain complete updated purchasing records / data and pricing in the system.
- Expertise in handling both online and offline mode of marketing (Social Media Marketing).
- Handles customer complaint and other correspondence pertaining to sales and accounts like collection of payments, notice of overdue.
- Provide excellent customer service to all visitors and customer, both internal & external, either thru phone queries or face to face interaction.
- Act as Secretary/Receptionist in her absence including attending to all incoming and outgoing emails, fax or calls; data entry, preparing agendas and minutes of the meeting, draft and controlling correspondence, calendar management, sorting and distributing incoming post and sending outgoing post.
- Performs other tasks that maybe assign from time to time.

EDUCATIONAL BACKGROUND

Tertiary

- ✓ Daniel B. Peña Memorial College
Foundation (**DBPMCF**) - Tabaco City,
Albay, Philippines (1997-2001)

Degree: *Bachelor of Science in
Computer Science*

Achievements:

- Consistent Leadership and Service Awardee (1999-2001)
- Consistent Dean's Lister (1998-2001)
- Outstanding Leader of the Year and Gold Cord Honor
- Computer Programmer & Web Designer of the Year
- Mun. Kgd. Roberto "Ruby" Balingbing Leadership Awardee
- Atty. Rolando Mer. Panganiban Leadership Awardee
- Atty. Nelson C. Borrero Gold Cord/ Achievement Awardee
- Most Outstanding Organization of Year Outstanding Participation, Performance Support, & Involvement as Sponsor (ROTC - 1999)

SPECIALIZATION

- Operating System (DOS, Windows)
- Proficient in Microsoft Office Suite and Internet Navigation with the ability to learn new software applications
- Multimedia Presentation (MS PowerPoint)
- Graphic Design / Photo Editing (Adobe Photoshop)
- Web Designing (HTML Coding), e-Marketing, e-Commerce, Domain Registration
- Creation and setting Multiple Email in Outlook & Email Application Software
- Cloud Storage Provider and Cloud File Transfers
- Remote PC support / control and screen-sharing tool
- Attendance Management System and CCTV monitoring
- Software and Hardware Installation / Troubleshooting, Basic Programming

TRAININGS

- Blue Ocean Workshop on MBTI (The Myers-Briggs Type Indicator) - *Dec 2013 (Dubai)*
- Basic Building Information Modeling (BIM) Essentials Workshop - *Oct 2013 (Dubai)*
- e-Readiness Training at TEJARI Academy - *Jan 2012 (Dubai)*
- Dubai Custom's E-Mirsal with import & export documentation (Jebel Ali, Dubai)
- Basic Trainings for Tally 7.2, Oracle, Microsoft Visio, Lucidchart, Apptivo (online based business management suite), ACONEX, DacEasy for purchases & invoices

PROFESSIONAL EXPERIENCE

DUTIES AND RESPONSIBILITIES

Business Development Executive / Operation Assistant

- Vendor Development.
- Identify new sales leads and potential new markets.
- Identify requirements for new products & services to anticipate and potentially lead the market.
- Generate new business and raise awareness of other company products.
- Maintaining fruitful relationships with existing customers.
- Making recommendations on how to increase efficiencies, in order to save money, reduce cycle times, and improve customer satisfaction.
- Keeping management informed of trouble spots in advance before major problems occur, and proposing cost-effective solutions.
- Cold calling potential customers and building relationships.
- Prepare presentations, KPIs, Sales Forecast, Sales Target and Sales Reports.
- Manage and Maintain Inventory Control. Initiated a plan for warehousing and procurement.
- Provide regularly feedback to top management.
- Maintaining excellent business relationship with clients and key decision makers with prompt and apt product information and delivery prerequisite.
- Introduced overseas procurement direct to factories increasing the profitability.
- Assisting in implementing the sales strategy as set by the General Manager, and in association with the operations department, including strategies for encouraging repeat business an up-selling.
- Create and maintain comprehensive project documentation.
- Handles promotional activities campaigns: designing stationaries and other advertising materials.
- E-Marketing. Create & maintain all Social Media accounts.
- Design & maintain company Website.

Accounts Support & Credit Collection

- Raise Purchase Requisitions, Purchase Orders, Invoices (Commercial & Performa), Delivery Order, Packing list, dispatch intimation slip and order processing. Issue receipts on payments received.
- Follow up on customer/supplier payments.
- Assist the team for cash/travel bills reimbursements.
- Creating Job Card for all projects.
- Reconciliation of accounts on discrepancies.
- Generate Statement of Accounts for Supplier/customer if required.
- Generate and Update sales, income, payables and collection report.
- Prepare Debit/Credit Note for Customer.
- Evaluate credit limit for customers.
- Preparation of Ageing Analysis and Receivables over credit limit.
- Assist in the preparation of Letter of Credit (L/C) documents both Local & International Suppliers & Customers including application of Certificate of Origin and Truck Consignment Note.