



Bambie G. Puse

Contact No. +639672607063

Email Add: bambie_puse@yahoo.com.sg

Opol, Misamis Oriental

PROFILE

A mission oriented team player and highly professional individual with proven ability and significant achievements in effective administrative duties, documentation, training, and recruitment. With Fourteen years extensive experience in diversified fields with Nine (9) years' experience in Qatar.

KEY ACHIEVEMENTS

- Vast experience within the Private Security Industry in Qatar
- Insight to ISO9001 Quality Management Systems (Manned Guarding)
- Recruited top level management for one of the prestigious company in GCC
- Highly capable of coordinating with high profile societies
- Recognized as a strong and hardworking person
- Promoted from Junior to Senior level positions
- Increased revenue of sales of the company
- closed contracts with different companies and diverse industries
- implement policies & procedures

EMPLOYMENT EXPERIENCE

Chat Support – Advisor I (NGAGE (Law Firms) Account U.S.A) Concentrix
August 15, 2022 – Present



- Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs')
- Clarify visitor needs; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the visitor
- Listen attentively to visitor needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the visitor
- Maintain basic knowledge of client services
- Prepare complete and accurate work including appropriately notating accounts as required
- Answering visitors inquiries via Live Chat by providing the right information
- Answering inbound transactions from visitor to learn about and address their needs and other issues
- Creating and Generating a lead for the law firms references
- Assess visitor needs to accurately connect them with the most appropriate lawyer for their situation

**CSR, Philippines (1800Flowers.com, U.S.A, Seasonal Account)
Dec. 2021 – May 2022**

- Manage high volume of inbound/outbound sales/service calls
- Assisted and resolve customer issues regarding their order
- Give customer information about products and services
- Take orders and process return/refund
- Communicating with customers through various channels
- Keeping records of customer interactions, transactions, comments & complaints
- Communicating and coordinating with colleagues as necessary
- Ensure customer satisfaction and provide professional customer support



Admin Secretary, Qatar

Jan. 2021 to Feb. 2021

- Assure accurate, organization, security, and confidentiality of assigned files
- Provides high-level administrative support to an assigned executive or director-level employee.
- Collects requested data and information from various sources including email and other correspondence, meeting minutes and records, and other documents; prepares summaries of findings and/or other related written correspondence as requested.
- Responds to and resolves administrative inquiries and questions.
- Welcomes and directs visitors and clients.
- Answers and transfers phone calls, screening when necessary.
- Performs other general clerical and secretarial duties as requested, which may include recordkeeping, managing petty cash, maintaining office supplies and coordinating equipment maintenance, and handling packages and correspondence



Admin Assistant, Qatar

Aug. 2020 to Jan. 2021

- Answer phones, take messages, handle questions, and dispatch service orders to technicians and engineers
- Monitor group email boxes to ensure service requests and customer inquiries are answered.
- Support service team as necessary by submitting purchase order requests & quotations to client.
- Maintain and update databank for contracts and schedules of maintenance and inspection
- Sending maintenance schedules to client
- Coordinating with managers, technicians, engineers, and clients.
- Maintain reception/office area in a neat and organized manner.
- Perform administrative tasks assigned.
- Assure accurate, organization, security, and confidentiality of assigned files.
- Responsible for ordering office supplies for the entire Department and main copy machine and ensure supplies for copy machine i.e., toner, paper is always stocked.
- Receive and distribute faxes to appropriate recipients in a timely manner.

Document controller/Training Coordinator



Jan. 2019 to Feb. 2020

Previously working within First Security Training Academy my main role is handling all aspects of documentation. I am in charge of maintaining and updating ministry of interior and internal documents for all our clients and trainees along with all our daily operations. I am overlooking all examinations along with personal data from students and clients to ensure the highest data protection is applied. I am very fluent in word. Excel Microsoft with all the latest tools within any organization.

- providing support to Manager and colleagues with regards to training
- handling all administrative tasks and queries from Management/clients
- answer and direct phone calls and emails from suppliers, clients, MOI & trainees
- organize and schedule Managers appointments & take detailed minutes
- organize and schedule training as per demand
- develop, maintain, and update training databases and record keeping
- assisted the General Manager & trainers with regards to training
- order office supplies and research new deals and suppliers
- maintain contact list between the clients & trainees
- create, maintain & update training modules, hand out, course outline, & mock exams
- preparing application and booking the exam of trainees for submission to MOI
- maintain and update social media accounts

Admin Assistant/Secretary, Qatar



May 2018 – Dec 2018

- providing support to Manager's and colleagues
- handles administrative request and queries from senior Managers
- answer and direct phone calls and emails from supplier & clients
- organize and schedule appointments & take detailed minutes
- develop and maintain a filing system
- update and maintain office policies and procedures
- order office supplies and research new deals and suppliers
- maintain contact list between staffs & clients
- maintain & update staff's databank
- submit and reconcile expense reports

Recruitment Coordinator/Marketing Officer



Jan. 2018 to Apr. 2018

- Reporting to the C.E.O and C.O.O
- Receive all the job applications, sort and classify based on each profession and store in database for retrieval as and when required.
- Specific recruitment processing tasks include: short listing candidate CV's against job descriptions, updating vacancy and applicant status within the recruitment procedure, organizing interviews and producing interview schedules, liaising with applicants to provide updates on their progress etc.
- Seek out and manage recruitment agencies; and ensure they deliver a consistent quality & cost efficient service to the business.
- Coordination between Agencies and Corporate Client through emails and phone calls for effective communication.
- Cold calls to client companies regarding the services that has been provided
- Doing marketing duties (e.g. call potential client and set up an appointment to introduce company's services)

Recruitment Coordinator, Staff Source International (5 years & 4 months), Qatar



Jul. 2011 to Nov. 2016

- Supervise the recruitment officer in the implementation of recruitment objectives, policies.
- Reporting to the C.E.O and C.O.O
- Supervise and coordinate with recruitment officer in preparation of manpower plan & accordingly prepare monitor and control, an efficient recruitment plan.
- Receive all the job applications, sort and classify based on each profession and store in database for retrieval as and when required.
- Specific recruitment processing tasks include: short listing candidate CV's against job descriptions, updating vacancy and applicant status within the recruitment procedure, organizing interviews and producing interview schedules, liaising with applicants to provide updates on their progress etc.
- Liaising with corporate client with regards to candidate's status and assisted in resolving issues
- Seek out and manage recruitment agencies; and ensure they deliver a consistent quality & cost efficient service to the business.
- Maintain and update (master databank) and ensuring that all data and information is accurate and up to date.
- Utilize online recruitment services to attract and source applicants.
- Coordination between Agencies and Corporate Client through emails and phone calls for effective communication.

Project Handled

- Qatar Airways mass recruitment campaign in Nepal (recruitment of 1400 Nepalese workers, Dec. 2012)
- China Harbour Engineering recruitment campaign in Nepal & Bangladesh (recruitment of 200 Nepalese & Bangladeshi workers, Feb. – Apr. 2012)
- Teyseer Security Services recruitment campaign in Nepal & India (recruitment of 800 Nepalese & Indian workers, Nov. 2011 – Aug. 2012)
- Yuksel INSAT Mass recruitment campaign in Nepal (recruitment of 1000 Nepalese workers, Jul. – Dec. 2011)
- Al Hamad Engineering (Partner of Al-Mana) Mass Recruitment campaign in Philippines & Nepal (recruitment of 100 Nepalese & Filipino workers, Jun. 2011 – Mar. 2012)
- Mowslat Mass Recruitment campaign in Nepal & India (recruitment of 500 Nepalese & Indian workers, Jun. 2013 – Jul. 2014)
- Hemaya Security Services Mass Recruitment campaign in Nepal & India (recruitment of 1000 Nepalese & Indian workers, Feb. 2014 – Oct. 2015)
- Shelter Group Qatar Mass Recruitment campaign in Nepal & Philippines (recruitment of 200 Nepalese & Filipino workers, Dec. 2013 – August 2014)
- Qatar Airways SSP Head hunting (recruitment of Managerial to Senior & Junior level position)
- Emcor Facility Services Head hunting (recruitment of Senior & Junior level position)
- MACE Qatar Head hunting (recruitment of Senior & Junior level position)

EDUCATION & TRAINING

Bachelor of Science in Information Technology, March 2004

Liceo de Cagayan University, R.N Pelaez Blvd., Kauswagan Road, Cagayan de Oro Philippines

Secondary Education (High school), March 2000

Liceo de Cagayan University, R.N Pelaez Hall, Cagayan de Oro Philippines

Elementary Education, March 1996

Camp Evangelista Elementary School, Patag Cagayan de Oro City Philippines

Certificate, Voluntary Housekeeping Training, 2009

Goat 2 Geder Hotel & Restaurant, Philippines

Certificate, Basic First Aid Training, Jan. 2019

First Security Training Academy, Qatar

Certificate, Basic Fire & Safety Training, Jan. 2019

First Security Training Academy, Qatar

CORE SKILLS

- Computer Skills: Microsoft Office: Word, Excel, PowerPoint, Outlook and Explorer
- Holding Philippine driving license

References available on request