



Hannah Moreno

AREAS OF EXPERTISE

- Monitoring performance*
- Manpower scheduling*
- Customer service*
- Delegating tasks*
- Decision making*

PROFESSIONAL

- Organizing*
- Natural leadership skills*
- Communication*

KEY COMPETENCIES AND SKILLS

- High motivated*
- Fast Learner*
- Well organized*
- Microsoft Office proficiency*
- Self-starter*
- Ability to work under pressure*
- Able to manage available resource to maximize productivity and efficiency.*
- Having the ability to motivate people.*
- Possessing a responsible Attitude and also calm under pressure*

PERSONAL DETAILS

Al Muteena, Dubai UAE
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REFERENCES –
Available on request

ACADEMIC QUALIFICATIONS

Our Lady of Fatima University 2005-2009
 Bachelor of Science in Nursing

PERSONAL SUMMARY

An efficient, organized and approachable person who is always willing to help work colleagues out. Possessing fast and effective secretarial skills, and having a strong administrative background with knowledge of the latest office management techniques and experience of using specialist software packages. Always happy to do the mundane office duties as well as the more exciting work. Having a comprehensive understanding of attending meetings, preparing agendas, and maintaining departmental electronic and manual filing systems. Presently searching for a suitable role with an exciting and progressive company.

PROFESSIONAL EXPERIENCE

Sales Coordinator /Admin
Johnsons Controls Air Conditioning and Refrigeration Dec 2020-Till date
 Dubai, United Arab Emirates

- Provide both the Sales & Service team administrative support,
- Reviewing & ensuring job booking documents is complete.
- Request & Obtain necessary approvals required as per DOA.(Operation ,Finance &Legal)
- Request & Obtain credit control department approvals for both payment term & job booking
- Screening of customer & End user as per RPS and Trade compliance.(Fill out ECF excel file)
- Quote creation & ensuring accuracy of Margin and value in Salesforce.
- Update & Creating Customer registration in the system (Customer creation tool- Service Max)
- Liaising for signature and company stamp of sales documents (If Required)
- Vendor registration if required (JCI as provider)
- Process de booking (Cost re estimate – cancelled LM and secured jobs)
- Maintaining the sales quotations database.
- Providing weekly reports (Sales Force /ServiceMax) on activity and job status
- Coordinating with Admin and Project team to ensure the project executed.
- Ensure monthly revenue target are achieved.
- Knowledge using power BI tool.
- System used (Salesforce , Service Max ,RPS)

Executive Secretary / ADMIN (HR)/ Sales Coordinator
 Advance Exhibitions LLC Dec 2014 – Nov 2020
 Dubai, United Arab Emirates

Responsible for providing secretarial, administrative and sales support to all parts of the business. Other tasks include covering the reception area at lunchtime and during holiday periods, meeting and greeting visitors, answering their queries and dealing with deliveries.
 Duties:

- Answering and dealing with incoming and outgoing telephone calls.
- Sorts, opens, and distributes incoming mail to staff; associates incoming correspondence with files or related materials needed for meetings, correspondence, and reports.
- Creating invoices, filing receipts and dealing with all financial documentation.
- Filing, archiving, photocopying, scanning and faxing documents.
- Making travel and accommodation arrangements for Company Directors and senior managers.
- General ad-hoc duties such as ordering stationary, making tea, and tidying the office area.

- Handling confidential information in line with the firm's data security protocols.
- Preparing correspondence and documents from digital dictation.
- Encoding of Catalogue and Business cards – data encoding
- Assisting the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.
- Closely working with the Sales team to assess the progress of the department and develop Sales strategy accordingly.
- Produce reports on progress within the department and outline any developed strategies to improve.
- Responding to complaints from customers and give after-sales support when requested
- Assist in the preparation and organizing of promotional material or events
- Responsible for overseeing any supercharges and evaluating any alterations to both external and internal staff.
- Meet prospective clients in Exhibition stands and introducing the company. Events in UAE (Dubai, Sharjah, Abu Dhabi).
- Update company website

Cabin Steward (Cruise Ships)

July 2013 – Jan 2014

Carnival Cruise Line

Miami Florida United states of America

Performs routine duties in cleaning and servicing of guest rooms and baths under supervision of housekeeping supervisor. Cabin Steward promotes a positive image to guests and must be pleasant, honest, friendly and should also be able to address guest requests and problems. You should maintain complete knowledge of and comply with all housekeeping departmental policies/service, procedures/standards. Additionally, maintain complete knowledge of correct maintenance and use of equipment.

DUTIES & RESPONSIBILITIES

- Daily cleaning and servicing of guests' rooms
- Daily assistance with the cleaning of all public areas including public toilets, fitness, lobby and reception areas
- The correct distribution of daily programs, gift orders and correct turndown service in the assigned rooms
- Achieving and maintaining the company's standards in the housekeeping department
- Correct handling of guests' laundry
- Correct handling and storage of all housekeeping supplies, detergents and equipment
- Assisting in taking inventory of the housekeeping department

Document Specialist/ Purchasing and Procurement

Oct 2011- June 2013

Huawei Philippines Inc

Makati City, Philippines

- In charge of receiving report submittals of Engineering Department as well as Sub- Contractor.
- Overall checking of submittals if there is any problem with regards to technicalities.
- Monitoring and registering the documents received as well as the submittals for review.
- Responsible to coordinate with every sub- contractor regarding with their submittals and submitting the same.
- Responsible to coordinate with third parties, consultants and clients.
- Preparing certificates of completion.
- Preparing document transmittals to client (Globe telecom) and third party consultants.
- Maintaining all distribution of all submittals and logs.
- Internal and External coordination with the Engineering Department.
- In charge for any material request for the site.
- Responsible for the inventory of the equipment used and kept in the warehouse.
- In charge in arranging and scheduling meetings from external clients especially sub-contractor.
- Responsible for keeping track of incoming and outgoing documents.
- Answers, transfer calls and arranging call conference.
- Responsible for making Monthly Progress Reports.
- Preparing daily reports regarding the project documentation status.

Customer Service Representative

June 2010 – June 2011

Teleperformance

Mandaluyong City, Philippines

- Support and provide superior service via phones and emails as a receiver and caller.
- Use an effective approach to handle special telephone tasks.
- Professionally handling of irate customers.
- Apply the elements of building a positive rapport with different types of customers over the phone.
- Apply the proper telephone etiquette to satisfy various customer situations.
- Apply appropriate actions to effectively control a telephone call.
- Identify voice skills and how to enhance a good telephone presentation.
- Display time flexibility towards shift as per work floor requirements