

Judy Ann Q. De Luna

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📍 Maktoum Road Al Rigga – Dubai, United Arab Emirates



Summary

Dedicated and dependable professional with over 9 years of diverse experience in administrative roles, sales, and customer service. Proven track record of success in both the Philippines and the United Arab Emirates. Seeking an opportunity to leverage my skills and knowledge to contribute to the success of a dynamic company.

Professional Experience



Receptionist/Executive Assistant Capital Hills Group of Companies

Dubai – United Arab Emirates

February 28, 2021 – Present

- Manage incoming calls, take messages, and direct inquiries as needed.
- Welcome and guide visitors to appropriate areas within the office.
- Maintain and update office calendars, schedule appointments, and arrange meetings.
- Provide direct administrative support to the CEO and General Manager.
- Maintain electronic and physical office records and files.
- Sort and distribute incoming mail while managing outgoing correspondence effectively.
- Assist in preparing reports, letters, and other documents.
- Coordinate travel arrangements for employees i.e. flights, accommodations, and transportation.
- Order and manage office supplies, including stationery, equipment, and furniture.
- Assist with invoicing, purchase orders, and petty cash management.
- Perform general clerical tasks such as photocopying and scanning.
- Provide administrative support to executives and managers.
- Track company licenses, passports, and visas of the employees and CEO family.
- Ensure a clean and organized office environment is maintained.



Key Account Assistant Manager (Handles Account of Virgin, Emax, Ecity, Jumbo) Oskar Phone LLC

Dubai – United Arab Emirates

January 26, 2019 – September 30, 2020

- Prepare price lists and verify margins.
- Generate quotations and invoices.
- Review purchase orders and draft order acknowledgments for products and services.
- Ensure product listings on online platforms are accurate and up to date.
- Monitor stock movement across all stores.
- Track and maintain safe stock levels for fast-moving products, recommending replenishments as needed.
- Manage item creation and content development.
- Oversee account operations, reporting directly to the COO/Manager.
- Provide customer service and technical support for product-related inquiries.
- Supervise and evaluate promoters stationed in each store.

Secondary Role

- Perform daily clerical tasks under supervision and liaise with HR.
- Handle internal and external email correspondence, answer phone inquiries, and assist clients.
- Conduct cold calling and emailing to potential clients and applicants.
- Conduct interviews for new applicants and facilitate the onboarding process for new employees.



Sales Representative (Assign in Virgin Megastore & Ecity) Oskar Phone LLC

Abu Dhabi - United Arab Emirates
March 14,2017 – January 25,2019

- Promote customer brands and implement upselling and cross-selling strategies.
- Achieve monthly sales targets through effective customer engagement.
- Submit daily sales reports to the Manager for performance tracking.
- Apply screen guards on customers' mobile phones as needed.
- Ensure adequate replenishment of products to maintain inventory levels.
- Upload sales reports to the Oskar phone panel platform for data analysis.
- Maintain cleanliness and adhere to store floor policies and health/safety standards.
- Organize and tidy items to enhance customer shopping experience.
- Provide innovative ideas to the manager for boosting sales and enhancing customer satisfaction.
- Handle stock transfers, Return to Vendor (RTV) processes, and daily sales reporting efficiently.



Admin/Payment Collector

January 13 – December 16, 2016

Malate Construction and development Corporation

11 months

Ayala Alabang – Philippines



Guest Relations staff

Enchanted kingdom

November 14,2014 -November 12, 2015

Sta Rosa Laguna – Philippines

Education



Bachelor of Science in Tourism Management

August 2021 –June 2023

Citi Global College

Ladderized Program

Associate in Tourism Management

March 2012 – May 2014

Don Bosco Institute of Arts and Sciences
Laguna, Philippines

Skills & Qualification

- **Dependability** – Dependability: Consistently punctual and reliable, capable of working autonomously and producing quality work with minimal supervision.
- **Communication:** Proficient in both written and verbal communication, adept at effectively interacting with internal and external stakeholders to accomplish objectives and address issues promptly.
- **Customer Service-** Dedicated to providing exceptional customer service, actively listening to and assisting customers beyond routine responsibilities, consistently going the extra mile to meet their needs.
- **Software Proficiency:** Expertise in MS Excel/Spreadsheets and MS Word, proficient in utilizing computer software to streamline tasks and enhance productivity.
- **Team Collaboration:** Adaptable team player, capable of following directions from supervisors and managers, and collaborating with colleagues to ensure successful task completion.

Personal Information



Nationality : Filipino
Date of Birth : May 05, 1996 (Age: 27 years old)
Visa Status : Resident's visa valid till March 27,2025
Notice Period : Can join after 30 days' notice.

I hereby certify that the above information is true and correct to the best of my knowledge.

Judy Ann Q. De Luna