SHEILA BACOLOD

+971566184865 | bacolodsheila44@gmail.com | Dubai, United Arab Emirates| Linkedin.com/in/Sheila-bacolod-948570114

PROFESSIONAL SUMMARY

To pursue a challenging yet rewarding career within a positive and healthy working environment.
I will to utilize my extensive skills and knowledge efficiently and effectively for the benefit of my employer, in addition to welcoming new challenges to enable personal growth and career progression.

Skills:

- Proficient in MS Office – Word & Excel.
- Familiar with ERP, Odoo, OMS, Oracle & Aconex
- Excellent communication, sales, and customer service skills.
- Excellent organizational, administrative, and problem-solving skills.
- Can multitask, work in a fast-paced environment, and meet deadlines.
- Quickly adapt to new systems and be able to learn in a timely manner.

EXPERIENCE

Document Controller **Sept – 2023 – till date**
Electronic Documents Centre LLC, Karama Dubai - UAE

- Administer external and internal site correspondences with the software available in the project (Aconex).
- Manage the control of incoming documents ensuring that project document control procedures are followed.
- Maintains accurate records of incoming documents and correspondence and retrieves them immediately as required or requested.
- Prepares letters, reports, and monthly reports by the standard project templates.
- Assist in the management of all outgoing documents in particular the issuing of letters, transmittals, and reports.
- Carry out electronic and hard filing of documents.
- Keep a record of all folders/files that have been issued to various members of the team and ensure they are returned promptly.
- Ensures that hard and electronic copy project files are archived according to project archive policy. Operates office equipment, such as photocopier/scanner, and printer, in supporting the project team with their requirements.

Client & Sales Coordinator **Jan 2019– Aug - 2023**
Electronic Documents Centre LLC, Karama Dubai - UAE

- Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.
- Prepares Quotations, Invoices, and Job Cards.
- Prepares Purchase Requests and requests the Procurement Department for LPO issuance for the Suppliers.
- Coordinates with clients regarding inquiries, orders, and complaints.
- Follow up and coordinate outstanding client payments.
- Follow up and coordinate outstanding payments for the suppliers.
- Prepares updated client Statements of Accounts.
- Prepares monthly Sales Reports.
- Coordinates with internal staff regarding the status of production and deliveries.
- Does other tasks as per the assignment by the superior.

Sales Coordinator cum Document Controller **Jan 2018 – Sept 2018**
Italco International, Garhoud, Dubai - UAE

- Prepares quotations as per the Sales Executive's instructions.
- Prepare Sales Orders in ERP and request Job Orders.
- Coordinates with the clients as per the Sales Executive's advice.
- Prepares individual Sales Reports.
- Follow ups quotation for approval.
- Respond to complaints from clients.
- File all the documents such as approved quotations, drawings, samples, and images to the designated client folders.
- Set up and maintain an electronic filing system for records.
- Arranges meetings.

Office & Sales Coordinator **May 2016– July 2017**
Onform Uniform LLC, D3, Dubai - UAE

- Manages all general clerical duties in a professional yet personable manner, including but not limited to; answering and re-directing external & and internal phone calls, receiving all general company emails, and responding and re-directing as necessary.
- Attends to walk-in clients, presents the company profile, and introduces them to a designated Sales Executive.
- Plays an integral role within the sales team as clerical support and within production as clerical coordinator. Including but not limited to; Generating new quotation templates, preparing Delivery Notes, Invoices, and Receipts, prepares PR & and POs for the Suppliers.
- Supported senior management with the development of our internal document management system (DMS) from conceptualization and continual updates of the same.
- Follow up and coordinate outstanding client payments.
- Follow up and coordinate outstanding payments for the suppliers.
- Prepares and follows up petty cash reimbursements for sales & and management.
- Set up and maintain an electronic filing system for records.
- Works as a proactive team player and supports not only the Dubai team but Al Ain and Abu Dhabi also.

Executive Secretary cum Document Controller **Feb 2014 – April 2016**
Maqyas Interiors, Sharjah - UAE

- Operates company email, forwards email to the concerned person, responds, and sends an email to the appropriate recipients.
- Makes a draft and replies to emails and letters.
- Make a copy of daily correspondence to the appropriate personnel.
- File all the documents in designated projects and folders.
- Set up and maintain an electronic filing system for records.
- Answers and makes phone calls.
- Arranges meetings and confirmed appointments between clients, main and subcontractors, and suppliers.
- Takes dictation and drafts meeting minutes.
- Prepares and computes salaries of the staff through WPS and Cash.
- Prepares Cash and Cheques for suppliers.
- Orchestrates payments for Etisalat & Du Bills, SEWA, Flat & Office Rentals.
- Arrange travel, and Fairs (Registration, Tickets, and Hotel Bookings).

E D U C A T I O N

Bachelor of Science in Education, Negros Oriental State University March 2000