

Name: YVONNE P. BACALSO
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Date of Birth: 12th June 1983
Nationality: Filipino
Passport Number: EC4309176
Languages Known: English, and Arabic



Career Summary

Dynamic, performance-driven and result oriented individual offering hands on experience in sales and in Property/facilities Management. Equipped with excellent written and verbal communication; committed to contributing positive interpersonal relations, seeking to grow in an organization that provides new challenges, scope for learning and career development. Excellent organizational, problem solving, communication skills and providing creative solutions to increased client satisfaction. A fast learner with the right combination of skills by having analytical and problem solving ability, who can work under pressure independently, great time management skills. Keep office by organizing and secure that having standard operating procedure and establishes good and beneficial relationship with in the organization.

Educational Background

Bachelor of Science in Agricultural Education - 2002

Western Mindanao State University Zamboanga Sibugay, Zamboanga Del Norte Philippines

Professional Caregiver - 2004

The Philippine Women University Manila, Manila Philippines

Trained & Certified in Facility Management Course

Chicago Training & Consultancy

13th Floor, Golden Tower, Corniche Road, Abu Dhabi, UAE

Experiences

Operation Manager

Xtreme Facilities Management Sole Proprietorship LLC (September 2021 – Present)

Madinat Zayed Office Tower, Office #514, Muroor Road, Abu Dhabi

Duties and Responsibilities:

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- Spearheaded the development and implementation of operational strategies, resulting in a 15% increase in overall efficiency.
- Managed a team of 40+ employees, providing leadership and guidance to ensure seamless day-to-day operations.
- Streamlined inventory management processes, reducing stockouts by 20% and order fulfilment rates.
- Collaborated with cross-functional teams to identify areas for improvement and implemented solutions to enhance operational effectiveness.
- Conduct regular performance evaluation and provided training to enhance the skills of the operation team.
- Oversaw budgeting and cost control measures, contributing for reduction of operational expenses.

Skills:

- Operation Management
- Strategic Planning
- Team Leadership
- Process Improvement
- Budgeting and cost control
- Supplier relationship
- Performance Evaluation
- Communication Skills

Concierge cum Facility Supervisor

Chain Holding Sole Proprietorship (May 2019 – July 2021)

12th Floor, Chain Tower Building, Muroor Road, Abu Dhabi

Duties and Responsibilities:

- Coordinating F.M. team regarding keys handling over from the contractor.
- Receiving tenant complaint, request and comply.
- Always keep an update regarding complaints completion and receiving.
- Viewing and Handling over units to tenants.
- Overseeing and agreeing contracts for services including security, parking, cleaning, catering, technology, etc.
- Managing services of maintenance (cleaning, swimming pool, MEP, etc).
- Supervising multi-disciplinary teams of staff including cleaning, maintenance, grounds and security.
- Managing budget and ensuring cost effectiveness.
- Ensuring that facilities meet government regulations and environmental, health and security standard.
- Document Controller to the Building.
- Managing District Cooling and Gas Bills.
- Drafting report and making written recommendations.

Business Development Executive/Sales Executive Advances

Cleaning Equipment LLC (June 2018 - April 2018) M34,

Mussafah Industrial Area, Abu Dhabi, UAE

Duties and Responsibilities:

- Business-to-business (B2B) sales strategies and operations for Dubai, Al Ain, Sharjah, Ajman and Abu Dhabi.
- Stopped in to drive enterprise sales increases, prospect and develop business opportunities, and enrich existing relationships.
- Broke down the barriers and penetrated key decision-makers to develop the initial opportunity to the company.
- Demonstrated exemplary performance and was subsequently promoted to BDE/SE position on the 4th month of employment.
- Apply strategic approaches and study market value to achieve client satisfaction.
- Writing business proposals and negotiating with clients.
- Identifying and mapping business strength and customer needs.
- Researching industry trends locally and viable income strength.
- Reporting on successes and areas needing improvements.
- Increase client base and retaining relationships with existing clients.
- Knowledge on CRM.

Sales- (Outdoor)

Advances Cleaning Equipment Trading LLC (April 2018 - June 2018)

M34, Mussafah Industrial Area, Abu Dhabi, UAE

Duties and Responsibilities:

- Excellent communication, interpersonal, problem-solving, presentation, and organizational skills.
- Generating and contacting lead clients.
- Proficiency with sales software and CRM.
- Ability to travel 100% of the time to customer events.
- Set an appointment for product presentation and demonstration.
- Visiting clients in the field with new or existing clients.
- Offering advice and introducing new products.
- Organizing sales visits.
- Entry data such as vouchers, purchases, expenses, and payments.

Customer Services Representative and Other Duties

Perfetto Italian Restaurant (November 2017 – March 2018)

Al Manhal, Khalidiya, Abu Dhabi – UAE

Duties and Responsibilities:

- Welcome the Customers and Guests.
- Allot and escort them to the Table.
- Cashier Activities - Bills and Cash Receiving.
- Kitchen Activities – Preparing Pastries and Desserts. Stock Taking of the Raw Materials.
- Providing good customer service.

Customer Service Representative cum Receptionist and Caterer

Private Catering Company (2015 – 2017)

Dammam, Kingdoms of Saudi Arabia.

Duties and Responsibilities:

- Dealing with customers with services, locations and bookings.
- Planning and organizing the venue.
- Recording and updating account information.
- Verifying customer for their inquiries.
- Answering or referring inquiries. Handling staff to work with in all occasions. In-charge for flower arrangement and organized bridal stage.

Declaration:

I hereby declare that all information enclosed is true to the best of my knowledge.

(Yvonne P. Bacalso)

