

Stella Maris L. Zanoria

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Satwa, Dubai, United Arab Emirates



Career Profile:

- 11 years total experienced including office administrator, coordinating in training
- Strong knowledge of processes and principles for providing administrative works
- Strong understanding of methods and principles for coordinating training
- Strong knowledge in telephone marketing
- Knows how to speak **Basic Arabic**
- Proficient in Microsoft office (Outlook, Word, Power point, Excel)
- Hard working, works with high integrity and minimal supervision
- Believe in working as a team & to achieve the goal.
- Eligible to work in group environment and to handle critical situation wisely.

Experience:

June 3, 2015 – June 2, 2018

Head of Administration

Vibrocomp ME Consultancy FZCO

Dubai Silicon Oasis, Dubai, UAE

- Do and attends **Dubai Municipality (Contract & Purchasing Department)** for new tenders, bidding, opening (GRP/TEJARI etc)
- Responsible for communicating submitting of documents reports, preparation of invoices, preparation of minutes of meetings in Dubai Municipality – Environmental Department and other known clients private and public entity
- Doing |Performance Bond and Bid Bond in the bank, cheque deposits, withdrawal etc.
- Serve as a point person in **Expo 2020** for administration matters (invoicing, reporting, aconex uploads)
- Responsible for supplier registration
- Direct contact to company owner, CEO and other head of different departments
- Document Controlling
- Doing trade license renewal, accommodation contract renewal, company car renewal and many more
- Doing proposals, quotations, receipts, purchase orders, office expenses, employee vacations
- Maintains data base and sending emails to prospective clients
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Maintains office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Plans and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
- Provide general support to operations team and visitors
- Serve as the point person for maintenance, mailing, supplies, equipment, bills, errands
- Maintain the office condition and arrange necessary repairs
- Organize office operations and procedures
- Address employees queries regarding office management issues (e.g. stationery, Hardware and travel arrangements)
- Liaise with facility management vendors, including cleaning, hotel booking, Environmental monitoring)
- Plan in-house or off-site activities such as trainings and conferences

Nov.13, 2014 - Mar.12, 2015

Training Coordinator
Intellect Training & Development FZ LLC
Tecom, Dubai , UAE

- Prepares and updates data base
- Coordinating with the hotels for booking specially during training
- Responsible for administration duties, clerical works.
- Prepares Invoices, quotation and final receipts
- Coordinating with the managers for training business
- Document Controlling
- Coordinate with the delegates during training including course materials
- Multitasking by taking control on the reception area if she is not around
- Report directly to the General Manager

Jan 8, 2014 – Nov. 1, 2014

Admin Assistant/Training Coordinator
Alsaco Group Of Companies
Dubai UAE

- In charge in closing prospect clients to undergo training for future business
- Responsible in making quotation and Invoicing
- Receiving LPO
- Document Controlling
- In charge visa processing
- Handles in setting up meeting appointment
- Responsible for purchasing office supplies
- Report directly to the Managing Director
- Handles hotel booking, visa documentation to the agency
- Coordinate with the delegates during training including course materials
- May organize and maintain office files and record
- Performs other related duties as required or assigned

August 2011-August 28, 2013	Telemarketer/ Training Coordinator (First Aid & Fire Warden) Al Hilal Private Nursing& Medical Services Dubai, UAE ▪ Handling telemarketing such as: Basic Firefighting Training, Basic First Aid Training ▪ Organizing inquires and bookings for first Aid Trainings ▪ Preparing First Aid certificates and ID's for the participants ▪ Coordinating with our Accountant for the training quotations and invoices ▪ Responsible for the final assessment of delegates ▪ Maintaining database on time ▪ Implemented a calendar schedule of activities
March 2007- January 2009	Telemarketer – Credit Cards and Insurance Union Bank of the Philippines Cebu, Philippines ▪ Implemented inbound/ outbound calls to prospective clients to sell products ▪ Obtained customer information such as name, address, and payment method ▪ Selling banking products mainly; Credit Cards and Insurance ▪ Target with the Credit Card and Insurance ▪ Deliver prepared sales talks, reading from scripts that describe products or services in order to persuade potential customers to purchase a product ▪ Responsible for loans processing of an approved clients ▪ Do and present the monthly report to higher superiors
July 2004-August 2006	Standard Chartered Bank Telemarketer – Loans Cebu City, Philippines ▪ Excellent in providing World Class Customer Service to every customers ▪ Selling different types of loan ie, Personal & Housing ▪ Hitting targets and ensuring to deliver customer satisfaction on every call

Education:

March 2004	Bachelor Degree in Commerce Major in Entrepreneurship University of San Jose Recoletos Cebu City, Philippines Philippines
June 2010	Health Care Services NC 2 License # 10070202009811 Colegio de San Antonio de Padua Danao City, Cebu, Philippines

Personal Information

Birth Date: 23 January 1982

Gender & Status: Female, Single

Nationality: Filipino

Visa Status: Tourist Visa

Joining Period: Immediately