

PROFESSIONAL SUMMARY OF  
**Milleza Z. Millena**




**Mobile: +971 58 590 6227**  
**Email: mmilleza25@gmail.com**  
**Nationality – Filipino**

**EDUCATION**

Information Technology  
Northlink Technological College  
Panabo, Davao  
Philippines  
SY 2009 - 2010

**SEMINARS/TRAININGS  
ATTENDED**

-  National Certificate (NC) II in  
PC Operation
-  Document Controller Basic  
Training

**KNOWLEDGE AND SKILLS**

- Strong administrative background, self-motivated, well organized, flexible, detail-oriented and with healthy personality.
- In depth knowledge of any MS Office applications, Windows interface and Internet browsing activities.

**EMPLOYMENT HISTORY**

**Zone Parking Solution LLC**

**(Mar. 21, 2021 up to present)**

**Administrative Assistant cum Customer Service Representative  
Reporting to Contract Manager**

- Answering, screening & forwarding incoming phone calls.
- Provide basic and accurate information in-person and via phone/email.
- Updating Daily Timesheet Report
- Handling Weekly Report
- Preparing and Maintaining Monthly management and KPI Scoring Report
- Receiving and sorting daily emails.

**Ramadan El Issawi General Contracting LLC**

**(Mar. 2, 2019 up Mar. 19, 2021)**

**Secretary/Document Controller**

**Reporting to Consultant Resident Engineer**

**Project on Hand:**

- **G+12 Mixed Used Building**
- **Contract Value – 55,000,000.00**
- Submittal preparation such as material, drawings and documents
- Preparing and Maintaining Daily Progress Report, Monthly Progress Report, correspondences to suppliers, subcontractor
- Sorting, filing, storing and retrieval of both electronic and hard copy documents produced by technical teams, projects or departments.
- Responsible in updating logs and distribution of construction drawings, Submittals, Request for Information
- Handles the Contract Agreements, Payment Certificates, Permits
- Responsible for organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency

**Reem Capital Contracting LLC (Oct. 25, 2016 up Mar. 2019)**

**Document Controller**

**Reporting to Project Director**

**Project on Hand:**

- **Anwa Tower by Omniyat**
- **Contract Value – 183,770,000.00**
- Submittal preparation such as material, drawings and documents
- Preparing and Maintaining Daily Progress Report, Monthly Progress Report, correspondences to suppliers, subcontractor and consultant
- Responsible in updating logs and distribution of construction drawings, Submittals, Request for Information
- Handles the Contract Agreements, Payment Certificates, Permits
- Responsible for organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency

**Center Industrial Supply Corp. – Davao Philippines**

**(Aug. 2014-Oct. 2016)**

**Administrative Assistant**

**Reporting to Manager**

- Handle incoming and outgoing phone calls promptly.
- Demonstrate or explain products, methods or services to persuade customer to purchase products.
- Sell products being promoted and keep records of sales.
- Organizing and storing paperwork, documents and computer-based information.
- Follow-up the customers for payment.
- Checking faxes and emails from outlook express and presenting them to concerned departments.
- Conduct searches to find needed information, using such source as the internet.
- Handled the tasks of preparing and sending quotations for different products.
- Promote the features & advantages of different products & services to potential customers.
- Responsible for raising and maintaining files of Sales Order, Performa invoice and Purchase Orders.
- Handled the tasks of making Sales Order, Invoices and Billing Statement in the system.
- Received payments, cash and check and issue Official Receipt.
- Issue vouchers and disburse cash on approved petty cash.
- Conduct actual cash count on collection and funds.
- Make summary of sales monthly
- Conduct year-end inventory.
- Make collection and cash reports.
- Taking care of dues payable and receivable.

**Concentrix Synex Corporation Company (PHILIPPINES)**

**Customer Service Representative**

**2012-2014**

- Technical Support
- Demonstrate technical and troubleshooting skill and communication abilities.
- Providing assistance over the phone to users of various computer systems.
- Diagnosing Network connection problem.
- Troubleshooting network problems
- Keeping detailed records of daily customer interactions, installation activities, reported issues, and completed solutions.

**PERSONAL INFORMATION**

Visa Type	:	Employment
Date of Birth	:	December 25, 1990
Gender	:	Female
Languages	:	English & Filipino

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***\*\*Professional / Character references available upon request.***

I hereby affirm that the information above is true and correct to the best of my knowledge. Any further clarifications will be provided upon inquiry.

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**Milleza Z. Millena**