

JOAN ONG TROCIO

Front Desk / Customer Service



CONTACT

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Al Attar Tower Flat 805
Sheik Zayed Road, DIFC
Dubai, UAE

SKILLS

Customer Service



Administrative Duties



Inventory Management



Facing Customer



Completing Paperwork



Selling Techniques



Staff Handling



EDUCATION

**Bachelor of Science in
Office Administration**

2002 - 2006

References: Available upon
request

PROFILE

- Has six (7) years of experience in Financial/Retail Company in Gulf country.
- Effective team player who works collaboratively with people from multicultural backgrounds to achieve measurable and significant results in very tasks and responsibilities performed.
- High level achievements focused on quality client service.

WORK EXPERIENCE

03/2019 – up to
present

FRONT DESK OFFICER | DUBAI UAE **YAP PAYMENT SERVICES PROVIDER LLC**

- Answering the office landline and transferring to the relevant department.
- Managing office boardroom schedule.
- Ordering office stationery/pantry items.
- Perform reception duties such as filing, photo copying & scanning.
- Accepting all deliveries and mails ensuring they are delivered to the relevant department.
- Managing maintenance and events in the office.
- Any other administration tasks delegated by the Office Manager.

03/2017 – 03/2019

SALES ASSOCIATE / CASHIER | DUBAI UAE **ATELLIER CATHERINE MASSON/FLOBERIS GEN. TRADING**

- Develop and maintain customer database.
- Maintain sales activity records and prepare sales report.
- Respond to inquiries and concern by phones or in person.
- Ensure customer service satisfaction and good client relationships.
- Perform quality checks on product and service delivery.
- Monitor and report sales activities.
- Monthly inventory and monitoring stocks.

08/2016 – 12/2016

ADMIN ASSISTANT | RIYADH K.S.A **ADEEM UNIFORM**

- Responsible for preparing reports, invoices, letter and financial statements.
- Maintain sales activity records and prepare sales report.
- Provide general administrative and clerical support including mailing, scanning & copying.
- Handled responsibilities of answering inquiries related to office operation.

PERSONAL INFORMATION

Nationality : Filipino
Marital status : Married
Visa Status : Employment Visa

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