

# REEMADHEZ SABTULA



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<b>Status:</b> Employment Visa	<b>Joining:</b> Immediate
<b>Address:</b> Dubai, UAE	<b>UAE Exp:</b> 1year <b>Total Exp:</b> 8 years

Admin Assistant | Customer Support Representative | Receptionist

## PROFESSIONAL SUMMARY

A graduate in Information Technology with 8 years of professional experience & successfully navigated diverse roles in customer support, receptionist and supervisory capacities. Now seeking a role that allows me to use my professional skills & knowledge for improvement of your prestigious organization.

## EDUCATION: -

**Bachelor of Science in Information Technology June-2010 To Mar-2014**  
**Notre Dame of Jolo College, Philippines**

## EXPERIENCE: -

### Spa Attendant I Enspa, Dubai

Jan-2023 To Jan-2024

Job Responsibilities include: -

- Attending Client's & manage their bookings appointments
- Recommending products that suits client's skin, hair or nail conditions and concerns.
- Performing treatments such as massages and nail grooming services.
- Monitoring the supplies and ensuring and maintaining a hygienic workplace.

### Area Supervisor |Ministry Of Social Work & Development, Philippine

Sept-2019 To Sept-2022

Job Responsibilities include: -

- Evaluating employee skills and knowledge regularly, training, and mentoring them.
- Providing technical and administrative support to the team of enumerators during data collection.
- Ensuring data accuracy before transferring to the information managementsystem.
- Coordinating and partnering with local government unit to effectively conduct data collection.
- Monitoring compliance and providing an on-site mentoring to local government officials on community governance, administration and development.

### Offshore Technical Support Specialist| (T-Mobile USA) Alorica, Philippines

July-2018 To Aug-2019

Job Responsibilities include: -

- Answering inquiries and troubleshooting technical issues
- Maintain up-to-date knowledge of products, services, policies, and procedures.
- Accurately process orders, payments, returns, exchanges, and other transactions.
- Educate customers on the features and benefits of their devices and services.

### Offshore Customer Service Representative | (Cigna USA) Convergys Philippines

May-2017 To Jun-2018

Job Responsibilities include: -

- Answering customer telephone calls promptly to avoid on-hold wait times.
- Resolving issues and concerns of health care providers regarding their claims and answering queries about their patients' medical or dental health insurance coverage.

### Documenter/Data Cleaner I Engage USAID I Philippines

Mar-2015 to Mar 2017

Job Responsibilities include: -

- Collecting data from other government agencies simplifying it and uploading to another government website.
- Creating information and education campaign on how to access and understand government's full disclosure policy portal.
- Checking and updating local government's citizen charter
- Documenting meetings and seminars

## Computer & Software Skills:-

Microsoft Office Suit incl. Word, Excel, PowerPoint

**LANGUAGES:** -English, Tagalog