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- **Professional Experiences:**

NAKHEEL PJSC

*Investor Relations Department
Dubai, United Arab Emirates*

Position : **Senior Coordinator - Customer Relations**
December 2020 – June 2021

Job Description :

- Handling customer calls, emails, return voicemails and attend to walk in clients
- Support with Contract Administration, project reconciliation, reports, payment plans, enhancement of policies and procedures and any other special tasks assigned by supervisors
- Drafting and sending bulk communications such as payment plan update letters, project update newsletters, handover notifications by email, SMS and letters
- Completing all workflows related to amalgamations, subdivisions, plot off-plan marketing and sales, consolidation and swaps
- Customer related investigation: To investigate problems and preparing approval forms, emails, reports, whichever is appropriate and providing recommendations
- Providing resale clearances to Contracts team for them to be able to release resale NOCs to customers
- Facilitating discounts on customer's request for early settlement of amount dues
- Coordinating with other departments such as the front office, legal, collection, sales, registration, asset management and document management system

NAKHEEL PJSC

*Legal Department
Dubai, United Arab Emirates*

Position : **Legal Secretary**
May 2008 – December 2020

Assisting a Senior Legal Counsel and a Legal Consultant by performing the following duties:

- Receiving, scanning, registering and forwarding to internal lawyers all court summons, court inquiries and legal notices
- Referring new court cases to external lawyers for representation
- Editing and amending correspondences and different types of agreements
- Working on and with different types of agreements with track changes and compare the same as and when required
- Transcribing correspondence and all other required documents from handwritten materials into typewritten form within time prescribed
- Scheduling and coordinating meetings, making and answering telephone calls, taking messages and forwarding the same to supervisor/s
- Arranging all administrative aspects of meetings, i.e., conference room scheduling, availability of attendees
- Filing all correspondence into their respective files (electronic and/or hard copy)
- Logging / recording of legal work review requests

- Raising request for payments for invoices receive from external lawyers and payments to Dubai Courts for judgment amounts
- Filing and safekeeping all original Nakheel (and its entities) trademark registration certificates
- Liaising with other departments and Business Units as and when required

AFRIDI & ANGELL LEGAL CONSULTANTS

Emirates Towers, Level 35, SZR, Dubai, United Arab Emirates

Position : **Legal Secretary**
August 2006 – April 2008

Assisted a Senior Partner by performing the following duties:

- Type correspondence and legal documents from dictated tapes or handwritten notes
- Take dictation and transcribe in final form
- Revise and format legal documents
- Answer telephone and take accurate messages
- Organize and file correspondence and legal documents
- Record daily the lawyer's time spent on a particular file/case
- Prepare and send invoices to clients

SUPREME COURT OF THE PHILIPPINES

Branch 108, Regional Trial Court, Pasay City, Metro Manila, Philippines

Position : **Court Stenographer III**
March 1998 – July 2006

Job Description :

- Take stenographic notes on all matters that transpire during court hearings and transcribed them
- Take down and transcribed in final form all dictations of the Presiding Judge or Clerk of Court
- Perform such other duties as may be assigned by the Presiding Judge.

SUPREME COURT OF THE PHILIPPINES

Branch 48, Metropolitan Trial Court, Pasay City, Metro Manila, Philippines

Position : **Court Stenographer II**
September 1996 – February 1998

Job Description : Same as above

GOÑO LAW OFFICE

Antonino Building, T.M. Kalaw, Ermita, Metro Manila, Philippines

Position : **Secretary/Account Supervisor**
March 1996 – August 1996

Job Description :

- Answer calls
- Type legal documents and correspondences
- Take dictations
- Prepare demand letters to be sent to delinquent credit card holders / telecommunications subscribers
- Follow up payments from credit card holders / telecommunications subscribers by phone
- Related secretarial work

- **Relevant skills and qualifications:**

- Over 20+ years of responsible professional experience on legal secretarial role
- Excellent written and interpersonal communication skills and language/editing skills
- Has audio typing skills
- Typing skills at 70 wpm
- Shorthand skills at 120 wpm
- Proficient in Windows and Windows-based applications, such as Microsoft Office, Internet applications and communications software
- Systematic, organized and with a good presence of mind
- Goal oriented and decisive, efficient at learning new skills and adapting to the immediate work place
- Able to prioritise tasks and handle frequent interruptions
- Innate willingness to experience new fields of life, energetic, proactive, ambitious, reliable and punctual

- **Education:**

Polytechnic University of the Philippines

Bachelor in Business Education – Major in Business Distributive Arts

Graduated, 1991 – 1995

Passed – Professional Board Examination for Teachers in May, 1995