

JANICE O. BICERA

Address: Al Rigga, Deira, Dubai
Mobile number : 0564986967
Email: bicerajanice@yahoo.com / bicerajaniceo@gmail.com



Profile & Highlights

- Good communication and presentation skills.
- Resourceful, independent, fast learner.
- Flexible with erratic work schedule.
- Adapts easily to work environment and colleagues.
- Well-rounded Customer service professional, with experience in a fast paced working environment demanding strong multi-tasking and interpersonal skills.
- Highly creative, can work effectively, independently and / or as part of the team.



Education

Technological Institute of the Philippines
B.S. in Computer Science
School Year October 2003



Skills

Windows Applications: Microsoft Word, Excel, Access, PowerPoint, and Publisher
FrontPage O/S: Windows 9x, Windows NTMarkup / Style Languages: HTML Programming Languages: Turbo C, Java, JavaScript, and Visual Basic 6.0



Personal Details

Date of Birth	: 4 th December 1981
Sex	: Female
Marital Status	: Single
Religion	: Catholic
Nationality	: Filipino
Languages Known	: English, Tagalog
Height	: 5ft, 2in.
Weight	: 98lbs



Work Experience

January 2019 – Present

Portier Trading DMCC (Oil Trading Company)

Position: **Executive Assistant / PRO**

- Works closely and effectively with the CEO to keep him well informed of upcoming commitments and responsibilities, following up appropriately.
- Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated.
- Maintain executive's agenda and assist in planning appointments, board meetings, conferences etc.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the company.
- Receive and screen phone calls and redirect them when appropriate.
- Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.).
- Make travel arrangements for CEO and executives.
- Handle confidential documents ensuring they remain secure.
- Monitor office supplies / groceries and negotiate terms with suppliers to ensure the most cost-effective orders.
- Maintain electronic and paper records ensuring information is organized and easily accessible.
- Collect and give regular updates on all work and migration standards from the government offices and well informed for any changes in procedures and rules.
- Submit, follow-up and gather all new work and business visas to guarantee that the visas are handled and processed on time.
- Renew, update and keep up all workers and their dependents' visas and work contracts on time to guarantee that organization's records are up to date in the labor and Immigration Departments. Send notification to employees on required documents before their visa expires.
- Makes sure all business and trade Licenses are updated, follow-up official approvals and permits, to prevent unnecessary violations.
- Deal promptly and productively on general enquiries about PRO functions
- Assist the office in determining any issues identified with organization vehicle registration and renewals
- Knowledgeable enough on the process of getting residency permits etc.

July 2015 – October 2018

S'wich Company / Munch Investments LLC

Position: **Call Centre Associate / Process Agent**

- Engage in taking orders from customer thru calls and online third parties
- Marketing sales through Upsell and Cross-sell
- Manage complaints and retention
- Clerical Admin tasks

Sept 2014 - May 2015

LiveChatMonitoring / Devine Care Inc.

Position: **Drive Chat Support**

- Providing support to all visitors/customer of all car dealership in Australia
- Lead generation and to secure more sales
- Building brand reputation easily

August 2013 - Sept 2014

Cognizant Phils

Position: **Process Executive**

- Handling and monitoring shareholders account
- Assisting clients on transferring and selling of
- Shares.
- Process all client requests in timely manner

Dec 2008 - August 2013

Stream Global Services

Position: **Technical Support Professional / Helpdesk**

- Assist HP clients on notebook troubleshooting by means of calls and
- Offer product on promotions based on customer / consumer needs
- Assist on warranty extensions
- Educate clients / customers with products and services updates

May 2004 - November 2008

PHILAMLIFE, GAN ASSOCIATES

Position: **Office Admin Assistant / Underwriter / Front Office**

TRAINING ATTENDED:

Basic Microsoft Office Training
Speech and Grammar Training (BPO Industries)
Time Management Training
Financial Services (Stocks and stakeholders)

REFERENCES:

Nathan Gbemisola

CEO

Salad Locco / The Gbemis Kitchen

Dubai

Judith Trinidad

Underwriter

Motor Insurance / Gulf Insurance

Dubai +971552012218

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