



# ANNALOU NAPOLES SERASPE

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## PROFILE

A highly effective Customer Relations Coordinator over 9 years' experience in the Fire Protection Industry, providing a wide range of Sales support along with a strong interpersonal skills and an adaptable approach to external client in the EMEA Region.

Has an extensive experience as Logistics Coordinator in a Food and Manufacturing Industry with expertise in Inventory Control, Purchase Order Processing, Stocks Management and Import/Export Shipping Coordination.

## SKILLS

- ✓ Outstanding computer background (MS Word, MS Excel, MS Outlook, MS PowerPoint, Adobe Operating System)
- ✓ Advanced Knowledge in ERP- SAP and BAAN
- ✓ Advanced knowledge in SALESFORCE
- ✓ Knowledgeable in SABER Certification
- ✓ Good oral and writing skills communication
- ✓ Strong analytical and organizational skills
- ✓ Excellent interpersonal skills, phone manner, and office etiquette
- ✓ Driving
- ✓ Graduate of a three-month Housekeeping National Competent II course
- ✓ Long-term experience as Photo Artist in Photography self-business

## CAREER OBJECTIVES

To work with a highly regarded firm that will utilize and develop my earned knowledge and experiences in terms of workmanship, skills, and the ability to deal with all kinds of people.

To be able to extend my responsiveness in facing the challenges that might be posted by any firm with the learning stimulated by the significant seminars, workshops, trainings and conferences attended which equipped me with the necessary foundations in the rigors of doing my duties and responsibilities

## WORK EXPERIENCE

### **Johnson Controls (formerly Tyco Building Services Product)**

API Tower, Sheikh Zayed Road, Dubai

### **Customer Relations Coordinator (April 2012-December 2021)**

#### **Order Management and Customer Service Function**

- Responsible in managing customers and distributors order activity through Salesforce, BAAN and ERP- SAP system
- Ensure order is approved by relevant Incoterms on Legal, Trade Compliance, Finance, Sales, and Technical.
- Handling non-conformities and complaints such as internal/external complaint and RMA / Warranty / Shortages (if required)
- Issues Letters of Credit (LC), ensures all credit data is evaluated and adheres to bank policies and procedure in order to approve or deny application
- Provides documentation for CAD terms of payment
- Issues monthly Sales Billing invoices and process Credit/Debit note where necessary.
- Provides Weekly report to Customer for Open Order Status
- Monitor and follow up the backorders in conjunction with Customer, Forwarder and all Tyco departments involved.
- Handle all incoming phone calls and distribute / action as appropriate

#### **Logistics Function**

- Coordinate with Planning Department to ensure the customer's requirements quantities can be manufactured at the necessary time for order to be delivered.
- Responsible in releasing orders for scheduling / picking/ packing / pre-staging and prepares shipping documentation such as Commercial Invoice, Packing List, Declarations, Certificate of Origin

## PROFESSIONAL TRAININGS/SEMINARS

Date: Annual (since 2012)  
Sponsor: Tyco Building Services  
Product/ Johnson Controls

- ✚ Basic Fire Fighting / Fire Warden Training
- ✚ Compliance Live Training Materials
- ✚ Training on Guide to Ethical Conduct
- ✚ Privacy and Data Protection for Global Companies
- ✚ Customer Service Intervention conducted by Tandem Training
- ✚ Business Writing Workshop

Date: Annual (since 2004)  
Sponsor: Del Monte Philippines, Inc.

- ✚ ISO Training (International Organization for Standardization)
- ✚ HACCP Training (Hazard Analysis and Critical Control Point)
- ✚ 5's Seminar (Standardized Cleanup)
- ✚ Safety Seminar
- ✚ Good Manufacturing Practices

## EDUCATION

### Mindanao State University- Marawi City, Philippines

Bachelor of Science in Business Administration  
Major in Entrepreneurial Marketing  
1999-2004

## PERSONAL DATA

Date of Birth : January 26, 1982  
Civil Status : Single  
Citizenship : Filipino  
**with valid UAE Driving License**

- Provides shipping instructions to warehouse and Monitor delivery schedules.
- Tracking and Fixing shipping errors
- Providing necessary Import/Export documentation, e.g. Transport and Customs documents and Certificates (Test Report/Certificate of Conformity/SABER- for KSA account and attested Chamber of Commerce)

### Purchasing Function

- Place purchase order to approved vendors for stock items and non-stock in the warehouse.
- Handle, directly with the vendor, all correspondence concerning purchases, including price adjustments, the return of defective or incorrect materials, additional shipments to fill shortages, purchase order cancellation, and to present claims for shortages and damages.

## WORK EXPERIENCE

### American President Lines Logistics (APLL), Del Monte Philippines, Inc.

Bugo, Cagayan de Oro City, Philippines

#### Replenishment Analyst ( Stock Transport Order) September 2007-September 2011

- Responsible of initiating Domestic Container Load Plan (Stock Transport Order)

#### Analyzes stocks to be loaded by:

- Checking the inventory level at Warehouses nationwide
- Checking labeling lines for local Stock Keeping Units (SKU) being labeled
- Reviewing Stock Transport Order (STO) requirements against stocks being labeled and those are already on floor
- Coordinating the Customer Service Representative (CSR) Head for Sales Order requirements before creating a Load Plan

#### Checks the availability of the following:

- Number of empty vans available per shipping lines
- Number of stuffing crew present
- Coordinates with the Transport Coordinator for alignment of empty vans to be prioritized for stuffing
- Instructs and provide data to the Picker/Stuffing Checker for the necessary alignment of loading execution.

#### Prepares the following reports:

- Open Balance of Stock Transport Order Requirements report
- Shipment Plan Report
- Replenishment update report
- Stuffing Monitoring report
- Total Shipped Out of Orders (month end and annual) report
- Assist arrangement of Local vans shipment
- Ensure accuracy data arrangement of SAP as well as the rectification of records
- Facilitates the Goods Issuance (in System Application Program) by packing out in the system the stocks shipped.