

**EILEEN GRACE REYES**

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LinkedIn: <https://www.linkedin.com/in/eileen-grace-reyes-b47544b8/>**INTRODUCTION:**

Analytical, detail oriented and trilingual Accounts and HR Administrative Assistant/Receptionist professional with almost 4 years of experience coordinating, planning, and supporting daily operational and administrative functions. Performed Back Office/Clerk and Document Controller tasks. Managed and handled the front office provided customer service, assisted and direct company's guests, clients, and suppliers. Carrying several experiences in the Philippines, Japan, and UAE from different industries. Confident, positive, and versatile to be able to fulfil multiple tasks and tight deadlines under minimum supervision. Passionate on achieving excellent results by being creative, resourceful, and innovative.

As a team player, I am reliable and goal-oriented to meet targets and productivity efficiently. I am articulate and sociable with excellent communication and customer service skills. I have the proficiency using computer tools, software, and applications.

I am looking for a suitable position with a company that offers unique and professional development opportunities with substantial compensation for Human Resource, Administrative and Customer Service Field.

**AREA OF EXPERTISE AND COMPETENCIES AND CORE QUALIFICATIONS:**

- Office protocols, procedures, and office administration
- HR operations & Basic knowledge in labour laws.
- Phone email, face to face communication, and customer relations
- Warehouse Distribution/Supply Chain operations and procedures
- Time management and prioritisation
- Administrative support
- MS Office applications, Nitro software
- ERP/Tally knowledgeable, Focus Accounting software, Document Controlling
- Strong interpersonal abilities
- Telesales/ Inbound & Outbound marketing
- Foreign Language (Japanese)

**ACHIEVEMENTS:**

- Human Resource Certification online class at Filipino Institute 2020- ranked no.1 in class.
- Business Management Certification course at Filipino Institute 2018- ranked no. 2 in class.
- Successfully performed assigned task as a document controller. Retrieved, sorted, scanned, and filed on both electronic and hard copies of the documents and drawings for each project.
- Satisfactorily passed my on the job training in Fukuoka, Japan for warehouse distribution company. Adopted all the skills and knowledges in warehouse operations. Was assigned to different task and successfully performed each task. Able to work and communicate with co-workers with minimum supervision.

## **CAREER HISTORY:**

### **AL AMEEN GENERAL TRADING LLC-** October 22, 2020 until present

Secretary, HR & Accounts Assistant

- Providing clerical assistance to HR, Accounts and Administration department.
- Matching the right candidate to the company's needs. Posting job thru job portals.
- Maintaining and updating company files and HR files on soft and hard copy.
- Data input from invoices, delivery notes using focus accounting software.
- Gathering and preparing documents for Material and Pre- Qualification submittal for new projects and clients.

### **IDP EXHIBITION & EVENTS-** June 2019- August 2019

Freelance Telesales Executive

- Contacted potential or existing customers to inform them about the product and services that the company offers. Answered questions about the company's products and services. And ask questions to understand the customer's requirements.
- Contributed and generated sales and responsible in closing sales deals over the phone and maintain good customer relationship.

### **Emirates Roads Contracting LLC-** June 2015- January 2019

Administrative Assistant/ Receptionist Document Controller

- Handled and managed the front office area, professionally answered, screened, and directed calls to the right person. Accommodated and provided customer service to company's clients, VIP's, and suppliers.
- Provided administrative assistance to HR and Administration department, managing, and sending correspondence, maintained contact list, files, and records.
- Assisted all HR related activities, requests, and recruitment process by gathering data needed.
- Appointed as Document Controller for a new department that handles Close- Outs and Maintenance department.
- Successfully retrieved files, sorted, and filed both soft and hard copies. Created own system of filing documents using excel. Scanned and gathered the data, proofread, and stored on shared drive for easy access.

### **Homebased Online tutorial-** March 2012- April 2015

Freelance English & Japanese Online Tutor

- Provided and taught to the highest standards basic English and Japanese lessons.
- Develop and used supplementary materials when necessary.
- Presented to the use of assisted language learning, and the internet for language learning purposes.
- Administered, corrected, and recorded the results of progress, reports, tests, and assessments for the students.

### **AEGIS PEOPLE SUPPORT-** January 2011- February 2012

Department Secretary & Administrator

- Performed result oriented administrative and secretarial support within the department, department head such as filing and update the personnel files, maintain expense details and ad hoc reports.

- Successfully coordinated office activities and operations to ensure efficiency and compliance to company's policies. Frequent monitoring of office supplies and place appropriate orders.
- Saved time and successfully supported the department by providing administrative and clerical assistance for an optimized work, by prioritizing the task and finish it before deadline with the ability to work with minimal supervision.
- Inventory, maintain, and purchase of office supplies. Diary management and occasional travel arrangement.

**KONIKE TRANSPORT CO. LTD JAPAN-** October 2009- October 2010  
Warehouse Staff/ Trainee, Quality Controller

- Accountable to all activities within the assigned area, such preparing and packing of goods; beverages while ensuring the workplace is free of debris and all stations are well prepared.
- Ensure all items are placed items are placed on the right rack along with the right barcode and keen checking of the items expiration with accurate date by following the "first in first out" policy.
- Successfully performed assigned task, gained knowledge and skills in warehousing industry.
- Provided accurate inventory data of products from the assigned area to forecast how much items per product are going to order.
- Responsible for all aspects of quality controlling; checking of quality and quantity of each item per box.
- Managed to do all warehouse task with minimal supervision within 2 months of deployment.
- Satisfactory performed adapted to culture, Japanese language, ethics, and working habits of the Japanese. Chosen to represent the warehouse as a foreign worker who satisfactory adapted to the warehousing environment.

**EDUCATION:**

- Fundamentals of Digital Marketing- 2020 (ongoing)
- Human Resource and Admin 1- Filipino Institute Dubai (Ongoing Certification course)
- Business Management- Filipino Institute Dubai (October 2018)
- Warehouse Distribution- Institution of Foreign Training System Japan 2010
- Basic Japanese Training- Filtech Development Foundation- 2009
- BS Business Administration Management- DLSU 2008
- High School/Secondary- Lagro High School 2004

**AFFILIATIONS & VOLUNTEERING WORKS:**

- Legion of Mary Choir- St. Mary's Catholic choir group 2020
- Participated in the Historical event in UAE- The Papal Visit 2019
- Parish Commission on Youth team member
- Magnificat Grand Chorale member
- Participated on volunteering and fund-raising activities for the church
- Successfully organized a charitable activity for a cause, for the benefit of a Leukemia patient.

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*Reference will be furnished upon request.*