

LUCHILLE JAMAICA L. LANGUSTA

Mobile No: +971562148563      Email: luchlangusta@gmail.com      Address: Tourist Club Area,  
Abu Dhabi, United Arab Emirates



A confident, self-motivated individual who has strong, effective interpersonal, managerial and leadership expertise. A reliable person who has developed excellent communication and operational skills, having held a number of key positions.

Bachelor of Arts in Psychology-Management; core subjects in industrial psychology and business administration. Seeking to develop a career that utilizes these studied skills with a keen interest in the application of Human Resource and Business Administration.

### **Key Skills**

- Exceptional presentation and communication expertise
- Project Management
- Competent in MS Office Software applications
- Excellent planning and organizational skills
- Team collaboration

### **Career history**

#### **IPO CLIENT SERVICE**

September 2021 – Present

First Abu Dhabi Bank

Abu Dhabi, UAE

- Receive IPO applications from Clients in branch during IPO subscription Period
- Processing application on the IPO branch level system (IPO system).
- Completing application and obtaining required documents from client.
- Any other assignments as assigned by the reporting authority.

#### **COORDINATOR**

March 2018 – September 2018

*TUV Nord*

Abu Dhabi, UAE

Over-all coordination for the ISO Certification and Auditing (2nd Party Audits) Department.

- Planning the audit dates or schedule for the supplier of the client by contacting them thru email and phone
- Preparing the logistics requests and travel arrangement for the auditors when they are traveling for an audit
- Reporting to the client and day to day coordination with them
- Coordinating daily with the suppliers, client, and auditors
- Preparing the invoicing summary and reports
- Preparing the monthly reports for Certification and Auditing department (CAA Productivity, Summary of Variation Comments, Status of Certificates, and Summary of Statistical Data)
- Prepares timesheets and schedules for the auditors and submits to the in-charge for payroll.
- Generate project reports summarizing field worker hours, utilization rates, and productivity metrics.
- Uploads and updates data on SAP

**ACCOUNT EXECUTIVE**

November 2016- January 2017

*DMH&Co*

Abu Dhabi, UAE

Supported the Managing Director from inception to delivery of the project. Responsible for the smooth running and follow up on projects assigned.

- Efficient in creating marketing tools such as below-the-line materials for the client or project.
- Created tender proposals and delivered submissions on time.
- Created, maintained, and updated project management sheets.
- Excellent accreditation skills for high profile guests.
- Prepared agendas, minutes of meeting, sales reports, and presentations.

Projects: Safeguarding Endangered Cultural Heritage, Abu Dhabi, UAE, Dec 2016 Proud Expressions, UAE, 2017

**CROSS SELL ASSOCIATE**

November 2012- December 2015

*Rakbank (The National Bank of Ras Al-Khaimah P.S.C.)*

Cross Sell Department, Dubai, UAE

Achieved and increased monthly average number of cross sell products as per the targets given for the respective business units assigned (Abu Dhabi Branches and Personal Loans Dept).

- Handled 30-60 bank staff with customer interactions per day, assisting them in providing excellent service to ensure customer retention and sales.
- Remained composure and can handle irate customers with possible solutions.

Served as a liaison officer for the units across the bank.

**Promoted - CROSS SELL EXECUTIVE***Rakbank (The National Bank of Ras Al-Khaimah P.S.C.)*

Cross Sell Department, Dubai, UAE

Achieved and increased monthly average number of cross sell products as per the targets given for the respective business units assigned (Abu Dhabi Branches and Bancassurance Dept).

- Handled 60-100 bank staff with customer interactions per day, assisting them in providing excellent service to ensure customer retention and sales.
- Remained composure and can handle irate customers with possible solutions.
- Served as a liaison officer for the units across the bank.
- Effective training skills for 50+ staff in the bank for the cross sell system and selling techniques.
- Good teamwork and professional relationship with the colleagues and superiors.

Award: Staff Award for effectively managing the Abu Dhabi units in 2014.

Top Staff with highest conversions in Cross Sell Department in 2014 and 2015.

**HR ASSISTANT (INTERNSHIP)**

November 2011- February 2012

*F&E Group of Companies*

HR Department, Iloilo, Philippines

Responsible for the full employee life cycle from recruitment, induction to exit, and for providing full administrative support to the HR Managers and Officers. Also involved in the day to day-to-day running of the HR office.

- Putting together new employee starter packs.
- Setting up, monitoring and then tracking employee probationary periods.
- Carrying out background and reference checks on prospective employees.
- Maintenance of the HR records and systems.
- Developing reports for senior HR Officers on staff sick leave, absences and holiday leave.
- Screening phone calls, emails, letters and personal visits.
- Interpreting and clarifying the companies HR policies & practices.

## **Academic Qualifications**

Bachelor of Arts in Psychology-Management

University of the Philippines-Visayas Miagao, Iloilo, Philippines

Diploma in Foundation in Travel and Tourism with Sabre

IATA Training and Development Institute

Zabeel International Institute of Management and Technology Abu Dhabi, United Arab Emirates