

LALAIN L. DELA CRUZ

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PROFESSIONAL SUMMARY

Dedicated administrative assistant with years of experience managing large and small offices. I have worked with numerous branches, which allows me to facilitate an efficient workflow and improve communications between multiple departments. Senior executives consistently rely on me to maintain schedules, oversee meetings, and improve customer relations.

SKILLS

Excellent written and verbal communications skills, including dealing with customer complaints and giving formal presentations to executives.

Proficient in all Microsoft Office applications, Oracle PeopleSoft, and Intuit QuickBooks. Experience planning, coordinating, and facilitating physical meetings and remote video conferences.

Extremely organized and attentive to detail.

Comfortable performing a variety of roles, front desk reception, personal assistant, and organizational point of contact.

EXPERIENCE

Administrative Assistant March 2020-Present

ABU Dhabi International Airport (Cleanco Importing Services)

- Oversee schedules for all executives and manage booking for conference rooms and group workspaces.
- Work with HR department to facilitate recruitment drives, including setting up and running a booth at local career fairs.
- Train new administrative assistant interns in office management procedures and schedule on-the-job mentoring with multiple departments.
- Maintain and improve online databases of client accounts and external vendors, including updating information when necessary.
- Created a new system for following up with potential clients in an efficient and effective manner.
- Answering and directing phone calls to relevant staff
- Scheduling meetings and appointments
- Taking notes and minutes in meetings
- Ordering and taking stock of office supplies
- Being a point of contact for a range of staff and external stakeholders
- Preparing documents for meetings and business trips
- Processing and directing mail and incoming packages or deliveries
- Greeting and directing visitors and new staff to the organization
- Writing and issuing emails to teams and departments on behalf of teams or senior staff
- Researching and booking travel arrangements for staff members

- Finding ways to improve administrative processes
- Doing administrative and clerical tasks (such as scanning or printing)
- Preparing and editing letters, reports, memos, and emails
- Running errands to the post office or supply store
- Maintaining folders on servers
- Recording meeting minutes
- Liaising with teams and units
- Tracking petty cash
- Covering reception

CAFM Help Desk Operator March 10,2018 to March 2020

ABU Dhabi International Airport (Cleanco Importing Services)

- Answer incoming calls and respond to customer's emails
- Management and resolve customer complaints
- Log complaints in CAFM system
- Identify and escalate issues to supervisors
- Provide product and service information to customers
- Research required information using available resources
- Research, identify, and resolve customer complaints using applicable software
- Route calls to appropriate resources
- Document all call information according to standard operating procedures
- Recognize, document, and alert the management team of trends in customer calls
- Creating job ticket,PPM,Breakdown using CAFM system

EDUCATION

- 2019 Receptionist and Front Office Management 1.1 Skill International Management Services & Training
- FSI GO TRAINING CERTIFICATE
- 2012-2013 College Level Philippines, BCU Baguio Central University
- 2010 Secondary School, Philippines, Juan G. National High School