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CAREER SUMMARY

A multitasking professional with about 9 years of experience in Document Controlling, Administration activities, Receptionist, Customer services and Sales. Experienced in coordinating administrative activities, as well as contributed to the organizational success of several companies by developing a thorough understanding of corporate objective.

CORE PROFESSIONAL STRENGTHS

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| Document Control/ Receptionists Storekeeper/ Timekeeper Data Entry Archiving Attention to Details Composing Skills / Typing Data entry | Secretarial tasks/interpersonal skills & a professional telephone manner Dependability and Multi- Tasking. Sales. Project Supervisor. Office management. | Flexibility Adaptability Self-control Team Leadership Costumer service Procurement / Purchase | Microsoft Office Suit Communication Conflict resolution Presentation / Public Speaking Language English and French. |
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CORE COMPETENCES & ACHIEVEMENTS

- **Document controller, Receptionist, Administrative assistant, Secretarial Duties.** Managed the director’s diary, scheduled and attended executive meetings and tailored and distributed minutes instantly that were reflective of proposals, typed director’s emails and responded to correspondences for 4 years.
- **Stress Tolerance.** Revamped the team skills on stress management techniques during peak hours, as well as demanding schedules, improving the quality of services, from 75% score to 97% in 12 months.
- **Employee Relations.** Served as a point of contact to employees, counseled on queries, and relayed suggestions/solutions to management/employees respectively, ameliorating confidence and fostering engagement to over 95% in 2 years.
- **Problem Solving.** Designed effective reporting mechanisms that have kept track of, and improved on customer complaints by 80% in 2 years.
- **Consumer Experience.** Restructured the guest welcoming procedures, farewell processes up-scaling client re-visits from 68% to 95% in 3 years.
- **Communication.** Raised client satisfaction to +96% in 3 years, with effective dialogue, phone calls, monitoring specific client needs, and ensuring constant improvement.

CURRENT WORKING EXPERIENCE

□ ARCO TURNKEY SOLUTIONS CONTACTING. LLC-DUBAI UAE.

Current Position:

Document Controller Administrator/ Receptionist.

SEPTEMBER 2021- TILL DATE

Duties & Responsibilities.

Projects: TBM4 BEACH ZONE INTRAVENTION, DUBAI.

- Reports to the Project Manager and MEP Manager
- Managed multiple tasks and met time-sensitive deadlines.
- Directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Received and routed business correspondence to correct departments and staff members.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Answered and quickly redirected large volume of calls on central system.
- Resolved customer problems and complaints.
- Provided support for document controls and worked with contract documents.
- Established and managed document distribution matrix and document control register.
- Checked accuracy and completeness of documents to identify deficiencies and recommend corrective actions.
- Monitored due dates and deadlines and worked to submit all documents on time or early.
- Maintained document archive and file server of approved documents and drawings to provide easy traceability and retrievability.
- Coordinated document exchange between departments, contractors, suppliers and customers.
- Scanned, filed and transmitted various documents and adhered to digital filing procedures.
- Carefully reviewed all documents and reports for completeness and accuracy.
- Completed transmittal logs and stored in files for specified durations.
- Created and maintained user accounts and properly routed documents for approval and training.
- Evaluated current document processes, suggested methods for change and implemented successful improvements.
- Worked with internal staff to process documents and sent for closing.
- Created data books in physical, digital and CD formats.
- Managed multi-line phone system directing individuals to desired personnel and providing general information about operations.

□ AL ALI CONSTRUCTION & DEVELOPMENT LLC - RAS AL KHAIMAH, UAE

Document Controller (MEP & CIVIL)/ Cum Administrator.

MARCH 2019 – AUGUST 2021

Duties & Responsibilities.

Projects: Marbella Villas & Intercontinental Hotel Mina Al Arab.

- Reports to the Project Manager and MEP Manager
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Organized weekly staff meetings and logged minutes for corporate records.
- Coached new employees on administrative procedures, company policies and performance standards.

- Arranged rapid office equipment repair and maintenance with vendors.
- Handled client correspondence and tracked records to foster office efficiency.
- Utilized [Epromis system] to scan and clean up project documents.
- Released and updated drawings and specifications.
- Assisted with document troubleshooting and recovery of corrupt documents and files.
- Created data books in physical, digital and CD formats.
- Worked with internal staff to process documents and sent for closing.
- Records, surveillance report, inspection release notice and quality records book with numbering system according to project filing procedure. Handling of all engineering documents. Controlling all records and sub-contractors documents. Preparing and update of various logs and registers.
- Maintaining all correspondence and other transmittals from the Clients and other contractor / suppliers / vendors etc. in a systematic way to facilitate an easy reference at all time.
- Submitting technical documents for review and approval.
- Maintain the files and control logs as required for the project.
- Maintain updated records of all approved documents and drawings and their distribution clearly.
- Well aware of all types of quality documents like ITP, Checklist, RFI, method statements, Nonconformance report, Technical queries, Inspection assignment package, Disposition Report, Material Request, Technical Approval Request, Hydro test packages and other miscellaneous project contract documents.
- Preparing invoice for subcontractors.

PREVIOUS WORK EXPERIENCE

SONARA (Cameroon Oil Refinery Corporation) – Limbe: Cameroon.

Administrative Assistant

January 2015 – March 2019

Duties & Responsibilities.

- Responsible for establishing and maintaining an effective documents control system. Ensuring that all design documentation in the company are accurate, up to date and accurately distributed to relevant parties.
- Maintaining a tracking facility to enable documents to be updated easily.
- Scanning in all relevant new documents. Checking dispatch documents are accurate.
- Presentation and filing of documents and drafting contracts for sub-contractors.
- Responsible for maintaining hard copy information, Issuing and distributing controlled copies information.
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- Provide advice on procedures of issuing and method of accessing the system. Ensuring all documents are up to date as possible within electronic filing system.
- Maintain a systematic filing system on the file for the fast access and computerized system for easy retrieval, archiving and tracking of documents.

PREVIOUS WORK EXPERIENCE

MTN CAMEROON – DOUALA

Clients Relation Officer (POLAS PROJECT)

December 2014- March 2019

Duties & Responsibilities.

- In charge with a team of four brand ambassadors for the creation of mobile money business Sims to business cooperation.
- Supported account team when qualifying, pursuing and closing opportunities.
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- Developed proposals and collaborated with team preparing presentation materials.
- Developed relationships with executives to generate ideas and pursue opportunities.
- Generated leads and boosted brand through professional and personal networks.
- Created, monitored and pursued client business and financial plans.
- Presented contracts to clients, answered questions and obtained signatures.
- Reported field activity, interactions and results weekly.
- Liaised with clients by phone, email and text messaging to meet client needs and define expectations.
- Retained and grew portfolio of relationships by performing proactive, mobile and value-adding partnership role.
- Carrying out weekly meeting to strategized on how achieve our daily, weekly and monthly target.
- Responsible for administration and reconciliation of petty cash fund.
- Managing transportation for sales point branding materials for the projects.
- Preparing and assisting of daily, weekly and monthly statistics and reports for sales point created.
- Managing transportation for sales point branding materials for the projects.
- Preparing and assisting of daily, weekly and monthly statistics and reports for sales point created.
- Manage the flow of day-to-day operations

ACADEMIC BACKGROUND

2012 **BSc of science Double major in women's studies with Economics.**

From University of Buea, South West Region Cameroon

PROFESSIONAL CERTIFICATIONS

2016 **Diploma in Marketing & Advertisement**

PAN African Institute of Buea. Cameroon.

CHARACTER REFERENCES

References are available on request.