



# MARIA MELANIE KARGANILLA

## ABOUT ME

Date of Birth  
16th February 1987

Nationality  
Filipino

Visa Details  
Spouse Visa

+971 552 885 489

Al Warsan 4, Dubai UAE

mmkarganilla@gmail.com

## EDUCATION

BS Business Administration  
Major in Management

Colegio De San Juan De Letran  
Manila, Philippines

## SKILLS

File Management

Interpersonal skills

Customers service

Document Management

Administrative

File Maintenance

Working well under stress

Microsoft 365 Proficiency

Time management

Teamwork

## LANGUAGES

English  
Filipino

## EXPERIENCE

**Nadya Ahmed Hassan Advocates &  
Legal Consultants, Dubai, UAE**  
Receptionist / Secretary

*August 2025 – Present*

- Managing schedules and appointments – Coordinating meetings, court dates, or client appointments.
- Email and phone correspondence – Handling incoming/outgoing communications on behalf of the legal consultant.
- Travel arrangements – Booking flights, accommodation, and transportation for business trips.
- Filing and document management – Organizing physical and digital files systematically for easy retrieval.
- Typing legal documents – Including contracts, reports, opinions, memoranda, and correspondence.
- Formatting legal drafts – Ensuring documents meet formatting and procedural standards.
- Proofreading for grammar and accuracy – Checking documents for typos, legal consistency, and professional tone.
- Liaising with clients – Greeting, scheduling, and sometimes conveying non-legal information to clients.
- Maintaining confidentiality – Ensuring sensitive client information remains secure and private.
- Follow-ups – Reminding clients or third parties of deadlines, meetings, or required documents.
- Maintaining case files – Updating case statuses and ensuring documentation is up to date.
- Tracking deadlines – Monitoring court dates, filing deadlines, or other legal obligations.
- Billing support – Assisting with invoice for clients in every cases. (if required). Also paying all monthly bills like Etisalat, DEWA.

**VISION CATALYST CONSTRUCTION  
LLC, Dubai, UAE  
Receptionist / HR assistant**

*July 2024 - August 2025*

- Handling correspondence phone calls and emails
- Prepare and maintain administrative documents and records
- Assist in the performance management process, including setting objectives and tracking employee progress.
- Manage everyday office and labor attendance
- Attending meetings and taking detailed notes
- Assists managers and supervisors in developing policies and procedures
- Handle sensitive information with confidentiality and discretion.
- Support the composition and dispatch of routine letters, memos and other correspondence for the department.
- Updates of timekeeping activities such as input of sick, absence, leave, overtime to ensure accurate records are maintained.
- Maintain accurate records of vehicle usage, maintenance, and fuel consumption.
- Resolve employee queries and address concerns in a timely manner.
- Compile and Update employee records
- Assist in the recruitment process, including posting job ads, screening resumes, and scheduling interviews
- Scheduling appointments
- Order and maintain office supplies, including basic pantry items, stationery items.
- Oversee day to day office operations, ensuring the office environment is clean, organized, and well equipped.

**AYALA LAND INTERNATIONAL INC.,  
Philippines Sales Admin Assistant**

*March 2022 - May 2024*

- Answer phones, respond to emails, and schedule appointments.
- Responsible for Lead Management (Calls, Email & WhatsApp), lead follow-ups, forwarding leads to agent, and generating periodical reports.
- Greet visitors and provide general administrative support to staff.
- Assist with special projects and other duties as assigned by management.
- Coordinated appointments, showing, and property tours for client and agents.
- Perform other clerical duties such as filing, photocopying, transcribing and faxing.
- Manage and update databases, client list and real estate websites.
- Liaise with clients, agents, and vendors to ensure timely and efficient transactions.
- Prepare reports and presentations for client and management.
- Process and manage payments, invoices and expenses.
- Keep updated records of office expenses and costs.
- Order office supplies and inventory of stocks.
- Assisted with the transition from paper to electronic health records, streamlining the filing system and reducing errors.

**SM DEVELOPMENT CORPORATION, Philippines**  
**International Property Specialist / Administrative**

*September 2018 – February 2022*

- Greet and welcome guests as soon as they arrive at the office.
- Answer, screen and forward incoming phone calls.
- Provide basic and accurate information in-person via phone / emails
- Prepare reports and presentations for clients and management.
- Analyzed operational information for impact on ROI, identified trends and recommended appropriate adjustments.
- Generated leads for sales and rental properties through cold calls and referrals.
- Kept properties in compliance with local, state, and federal regulations.

**MARLOW NAVIGATION INC.,**  
**Philippines Office Recruitment Staff**

*April 2017 – August 2018*

- Provided professional services and support in a dynamic work environment.
- Interviewed Applicants
- Sorting documents, scanning and uploading in the system.
- Endorse in the higher management.
- Order office supplies and keep inventory of stock.
- Demonstrated strong organizational and time management skills while managing multiple projects.
- Learned and adapted quickly to new technology and software applications.
- Passionate about learning and committed to continual improvement.
- Perform other clerical duties such as filing, photocopying, transcribing and faxing. ▫ Answer, screen and forward incoming phone calls.

**MEDICAL CENTER OF PARANAQUE, Philippines**  
**Medical Records Admin**

*September 2014 – March 2017*

- Supported clinical research projects by providing relevant medical record data as requested, contributing to advancements in medical knowledge and practice.
- Provided exceptional customer service when responding to requests for copies of medical records from patients or legal representatives.
- Maintained a high level of professionalism and confidentiality when handling sensitive patient information, fostering trust between patients and the healthcare organization.

- Greet and welcome guests as soon as they arrive at the office.
- Answer, screen and forward incoming phone calls.
- Ensure reception area is tidy and presentable, with all necessary stationery and materials. (e.g. pens, forms, and brochures).
- Keep updated records of office expenses and costs.
- Order front office supplies and keep inventory of stock.
- Increase room occupancy with effective upselling techniques and personalized recommendations.
- Enhanced guest satisfaction by providing exceptional front office service and promptly addressing inquiries.
- Handled guest complaints professionally, resolving issues quickly to maintain positive relationships.