

Moneya Marione Grospe

RECEPTIONIST/ ADMINISTRATIVE ASSISTANT

WORK EXPERIENCE

Customer Service cum Admin Assistant

Al Enjaz Al Mummyz Corporate Services Provider LLC | Dubai | Jan 2024 - Present

Duties as Admin Assistant:

- Manage office supplies stock and place orders & Prepare regular reports on expenses and office budgets
- Maintain and update company databases/ Organize a filing system for important and confidential company documents
- Answer queries by employees and clients & Update office policies as needed Maintain a company calendar and schedule appointments & Book meeting rooms as required
- Distribute and store correspondence (e.g. letters, emails and packages) & Prepare reports and presentations with statistical data, as assigned

Duties as Customer Service Advisor:

- Managed multi-line phone system and directed calls to appropriate departments efficiently.
- Provided exceptional customer service, resolving issues and answering inquiries with patience and courtesy.
- Maintained organized filing systems for efficient document retrieval and office workflow.
- Performed data entry tasks with high accuracy for customer records and administrative reports.
- Coordinated schedules, appointments, and meetings to optimize time management for staff.
- Prepared and distributed written correspondence, including emails, letters, and memos.
- Monitored office supplies inventory and placed orders to ensure adequate stock levels.
- Assisted with the creation of presentations and reports for internal and external use.
- Handled sensitive information with confidentiality and adherence to privacy policies.
- Supported team members with ad-hoc projects and tasks to improve overall productivity.

SALES AND MARKETING ASSOCIATES

PARTY CENTER LLC | Dubai | Sep 2022 - Dec 2023

- Orchestrated product demonstrations at trade shows, effectively showcasing product quality and usage to potential clients.
- Maintained comprehensive knowledge of products and services, adeptly highlighting features upon customer requests.
- Delivered exceptional customer service, ensuring information was accessible and addressing customer needs and concerns with active listening.
- Demonstrated outstanding time management and organizational abilities to meet and adhere to sales deadlines.
- Consistently surpassed sales quotas and targets through diligent follow-up and strategic sales approaches.
- Designed and implemented targeted marketing initiatives to effectively reach desired audiences via the most appropriate channels.
- Developed and managed customer loyalty programs to foster repeat business and enhance customer retention.

VISA DOCUMENTATION OFFICER

SURETRUST GROUP INC | Suretrust Visa | Philippines | Sep 2017 - Sep 2020

- Performed meticulous quality checks to ensure the accuracy and efficiency of documentation processes, resulting in error-free outcomes.
- Assisted in the compilation and organization of key documents for major company initiatives, enhancing project coordination.
- Strengthened data security measures, safeguarding the confidentiality and integrity of sensitive files.
- Managed the document control system for a variety of corporate projects, ensuring organized and accessible records.
- Handled confidential requests for documentation access, maintaining strict privacy standards.
- Executed complex searches and retrieval of documents for clients and industry professionals, demonstrating advanced research capabilities.
- Developed and finalized essential company documents, adhering to high standards of quality to reflect the company's best practices.

EDUCATION

Bachelor Of Science in Business Management

Ramon Magsaysay Memorial Colleges | Philippines | 2017

Graduate

MBA

Ramon Magsaysay Memorial Colleges | Philippines | 2019

UNDERGRADUATE



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ABOUT ME

Detail-oriented and organized professional in the service of experience providing administrative support and office management. Strategic team player, skilled in managing administrative jobs, driving sales, and delivering excellent customer service. Ambitious adept at change-agent, identifying weaknesses and streamlining procedures to enhance the flow of the workplace. Thrives in fast-paced environments requiring the ability to effectively prioritize and juggle multiple projects within time limits.

SKILLS

Management

Time Management

Problem Solving

Customer Service

Customer Retention

Sales

Negotiation

Upselling

Strategic Management

LANGUAGES

English

Arabic