

CARLA TOMINES MANASIS

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Applying for: Onboarding Specialist, Talent Acquisition Resourcing Specialist



Objective: To gain more knowledge and explore my learning capabilities in any work setting.

Thus, improve myself and interact with team members and colleagues to develop my skills.

Summary of Qualifications

- Strong ability to convince customers towards optimal sales, through high level of determination, positive attitude and hard-work.
- Strong organizational skills, especially in high-pressure situations
- Keeping the area tidy and clean.
- Can work with customers, create solutions and ensure a smooth sales process.
- Giving advice and guidance on product selection to customers.
- Strong ability to apply instructions and guidelines in the disposition of problems.
- Ability to follow complex instructions.
- Can operate independently and as part of team
- Average oral and written communication skills
- Skilled in general preparation and arranging of specified foods and beverages.
- Ensuring that the quality of all services provided meets the required standards

WORKING EXPERIENCE

Business Support Officer

December 2021– Present

The National Bank of National Bank of Ras Al-Khaimah

Dubai Silicon Oasis, UAE

- Monitored TL discrepancy list on a daily basis and email follow up for the TL discrepancy is made with operations and customers. Ensure that the TL is updated on time.
- Ensures that the TLSME inbox is handled efficiently and appropriate responses to internal and external clients are provided on time with appropriate information.
- Daily follow up on trade licenses rejected by operations erroneously are further highlighted are done and ensures that the same is updated correctly
- Also handle additional volumes and also assist the team in other related activities.
- Any concerns or complaints raised are actioned on priority and followed up.
- proactive in directing client to move to digital channel for the services including Trade license update

Logistic Coordinator

September 2018– October 2021

Hayway Freight Services LLC

Al Rigga, Dubai UAE

- Monitored shipments to ensure they remained on track to be delivered on time and at the right location.
- Managed rush orders and order changes on a daily basis so client objectives could be meet. · Coordinating transportation providers to ensure prompt and proper movement of shipments · Finished any necessary custom documents to prevent time-sensitive shipments from getting delayed.
- Processing and checking the documents to avoid any problem once submitted to Customs.
- Established ongoing relationships with local businesses and Responded to customer service issues
- Reviewing purchase orders and shipping documents to ensure accuracy

Customer Service Associate (Voice & Non-voice)

September 18, 2017 – July 09, 2018

Macys Omni channel

Convergys Philippines Inc. Sta

Cruz Manila, Philippines

- Handles all websites order entry and post – order actions for all website merchandise, including quick ship furniture and mattresses.
- Also handles store purchases and concerns and, international orders.
- Provide information, analysing customer problems, handling and resolving complains.
- Develop and maintain knowledge of all services and equipment offered by the company.
- Establish and maintain effective relationship with customers by gaining their trust and respect.
- Offer alternative solutions with the objective of retaining customers business.
- Keep records of customer transaction & interaction.
- Adapting the changing need of the customers

Assistant to the Manager/Sales representative cum Receptionist

Dec 2015 – January 24, 2017 (End of Contract)Kangar

Pet Shop

Dubai, UAE

- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Submits orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Provides historical records by maintaining records on area and customer sales.
- Contributes to team effort by accomplishing related results as needed.

Admin Assistant / Secretary

February 2014 - August 2014

ASA Philippines

Quezon City, Philippines

Cashier/ Food Server / Customer Service

April 26, 2013 - January 26, 2014 Philippine

Pizza Hut Inc. (PPI)

Pasay City Philippines

EDUCATION

2009 - 2013

Eulogio' Amang' Rodriguez Institute of Science and Technology

Bachelor of Science in Industrial Technology - Major in Food Technology

Sampaloc, Manila - Philippines

PERSONAL DETAILS

Nationality : Filipino
Civil Status : Married
Date of Birth : January 30, 1993
Language Spoken : English