

JESSICA CLAIRE

 resumesample@example.com

 (555) 432-1000

 Montgomery Street, San Francisco, CA 94105

SUMMARY

Profile as a Commercial/Administrative Assistant, I'm responsible for providing administrative support to the Commercial Manager, Managing Director and Commercial Department; assisting in the smooth running of the marketing and tendering activities of the department.

EXPERIENCE

Argus Media - Seasonal Guest Advocate

San Francisco, CA • 10/2020 - Current

- Complete daily cleaning tasks to keep areas clean before and after using the cash register for maximum safety against covid19 pandemic.
- Assisting the Fulfillment Department on selection of customer's ordered items via online for delivery or pick up.
- Provided all guests with a positive experience and a professional impression.
- Promoted high level of guest satisfaction through genuine, enthusiastic and friendly interactions.
- Handled payment processing duties and provided customers with receipts and proper bills and change.
- Guaranteed guest satisfaction and positive experience through genuine, enthusiastic and friendly interactions.
- Assisted with purchases, locating items and signing up for rewards programs.
- Prepared daily cash register drawers by carefully counting out correct change levels and documenting totals.
- Trained new team members in cash register operation, stock procedures and customer service.
- Worked closely with front-end staff to assist customers and maintain satisfaction levels.
- Learned roles of other departments to provide coverage and keep store operational.
- Completed advanced cashiering functions such as processing returns, payment reversals and exchanges.
- Offered every customer immediate and targeted attention to meet needs and promote Red Card Visa Credit/Debit Card, Target Mobile app and Target Circle Rewards.
- Helped fellow cashiers resolve technical, service and customer issues to maintain team efficiency and customer satisfaction.
- Backed up Fulfillment department by stocking shelves, retrieving products and helping customers.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Processed cash register transactions per day with exceptional accuracy.
- Properly verified customer identification for alcohol or tobacco purchases.
- Observed company return policy when processing refunds, including inspecting merchandise for wear or damage.
- Scanned customer purchases, supporting transactions to streamline sales process.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Operated cash register, collected payments and provided accurate change.

Fugro Survey (Middle East) Limited - Commercial Assistant

City, STATE • 02/2008 - 04/2020

- Responsible for providing administrative support to the Commercial Department and assisting in the smooth running of the marketing and tendering activities of the department.
- Arrange travel and accommodation for Commercial Department personnel.
- Convert equipment and vessel specifications into company business style.
- Assist in maintaining and updating Company Registrations.
- Prepare Prequalification Documents, arranging the conversion of Arabic RFQ documents to English translations.
- Maintain and control stock of promotional items / marketing material.
- Assist bidders with tender paperwork submission also arrange application of bid bonds and PCGs as per Client's tender requirement.
- Upon job award, eventually processing the PBG and arrange retrieval of the submitted bid bond from Client's office.
- Jessica R.
- Claire Page 2 of 3 Organizing company events (Fun Bowling, Year-end parties, ADIPEC, Charity events, Trainings, etc.).
- Maintain an efficient and accessible filing system of proposals, contracts and other correspondences.
- Maintain the archiving system of the Commercial Department.
- Maintain adequate supplies of stationary for the Commercial Department.
- Distribute corporate newsletters, calendars, financial reports, etc.
- Provide cover for answering telephone calls, faxes and e-mails.
- Logging all incoming and outgoing invoices, couriers and other packages.
- Actively participate in adherence toward and improvement of the company's Management System on Quality and HSE related issues.

- Also acting as Commercial Administrator while on annual, emergency or sick leave Responsible in maintaining accurate and updated records of new, ongoing tenders, cancelled, declined and awarded bids using the Avalon software including the bid values, service lines, scope of work, assigned bidders and bid status.

- Assisting in obtaining travel visas and security passes etc.
- For Commercial Department personnel.

- Coordinating with Financial Manager, Director, QHSSE Manager and Head office the collection of the final figures and statements for the annual and quarterly reports.

- Delegate numerous tasks of the day to the other commercial assistants.

- Instruct office drivers for collections / delivery of important documents, contracts, payments, invoices etc.

- To Clients, contractors and suppliers.

- Prepare "Round Robin" Faxes.

- Updates the yearly subscriptions of MEED and Upstream oil and gas related magazines.

KEO International Consultants - Secretary / Admin Assistant

City, STATE • 07/2006 - 08/2007

- Project name: Dubai Marina 23 Tower In charge of the safekeeping and controlling comprehensive files of incoming and outgoing communications such as (Letters, Site Memos, Emails, etc.) from head office design team, Clients, contractors and subcontractors related to projects.

- Controlling Document Management System if all documents are properly distributed and dispatched to the respective parties, sections, divisions and personnel.

- Responsible in taking incoming and outgoing calls, handling busy switchboard Perform any other duties as may be assigned by the immediate superior In charge of the safekeeping and controlling comprehensive files of incoming and outgoing communications such as (Letters, Site Memos, Emails, etc.) from head office design team, Clients, contractors and subcontractors related to projects.

- Controlling Document Management System if all documents are properly distributed and dispatched to the respective parties, sections, divisions and personnel.

- Responsible in making the orders, letters and other related paper works Track and file paperwork required by the immediate superior Maintains the smooth running of the office during Manager's absence Duties included preparation of supervision and overtime invoices, variation orders, staff's monthly timesheets, site work instructions, remedial notices, etc.

- Responsible in preparing the Minutes of Meeting (Site Progress, Management, Kick Off, Technical, etc.) Management of office consumables and stationery Responsible for fax operating of all incoming and outgoing memorandums, etc.

- Maintains a complete and systematic set of records of Checklists, transmittals, shop drawings, method statements, material data, prequalification documents, test reports, safety violation reports, R.F.I.

- (Request for Information), accident reports, concrete casting reports, samples, etc.

- Maintaining the proper storage of project samples for easy reference Handles confidential documents (company business permits, land titles, company seal, company stamps, payment certificates, head office and site office exchanged correspondences, etc.).

SKILLS

- General Secretarial / Clerical Job (Booking, Filing, Faxing & Typing)
- Receptionist / Telephone Operator / Document Controlling
- Telephone Skills, Client and Customer Care
- MS Word, MS Windows, E-mailing, Internet Surfing, Adobe Photoshop CS2
- Office 365, One Drive, SharePoint, MS Teams, Yammer
- MS Word, MS Excel, MS PowerPoint, MS Outlook, Adobe Acrobat, Adobe Photoshop CS2
- Avalon, Workday, SFT, SAP Ariba, Retail Pro Software and Data Processing
- Typing Speed 40 to 45 WPM
- Administrative support, Company Events Coordination
- Clerical, Proposals, Contracts, Technical Specs Conversion of Equipments

EDUCATION AND TRAINING

I.C.C.T. (Institute Of Creative Computer Technology)

V. V. Soliven Cainta Rizal

Bachelor of Science: Computer Science

Roosevelt College

Cainta Rizal • 03/1996

High School Diploma

O.L.O.P.S.S. (Our Lady Of Perpetual Succor School)

Marikina Metro Manila • 03/1992

GED