



Flat 305 Al Mashoura Bldg. Muraqqabat Road Deira
Dubai, UAE
+971 507465631
joie_3486@yahoo.com / joie.3486@gmail.com

JOIE MICHELLE ROA BUO

SUMMARY

A goal driven service oriented professional with 11 years relevant experience in customer service, administrative tasks, client relationship and management. Holds excellent interpersonal, communication and organizational skills. With abilities in team management and customer relationship management.

PROFESSIONAL ACHIEVEMENTS

Promoted from Barista to Shift Supervisor
Completed Shift Supervisory Skills Workshop Management Fast Track Program
Received commendation as “Partner of the Quarter”
Successfully completed required learning for the Coffee and Tea Certification
Completed various training with certificates

SKILLS AND EXPERIENCE

Communication and Interpersonal Skills
Problem Solving Skills
Customer Service Skills
Clerical Skills
Computer Skills
Organizational Skills
Office and Administration
Multi-tasking Skills
Team Management
Technical Skills
Negotiating and Cost Oriented Skills
Basic Microsoft Office tools (Word, Excel, PowerPoint and Outlook)

WORK HISTORY

RECEPTIONIST, WOODCO LLC FURNITURE, DUBAI – UAE
May 23, 2017 to September 7, 2017

Greet and welcome guests as they arrive at the office and screen incoming calls. Maintain office security by following safety procedures and controlling access via the reception desk. Monitor and log incoming and outgoing documents.

Prepares draft quotation for customer inquiry then once approved prepares final quotation to EMAS ERP system for processing.

**ADMINISTRATIVE ASSISTANT, ETON PROPERTIES PHILIPPINES INC., MAKATI – PHILIPPINES
(LUCIO TAN GROUP OF COMPANIES) – MAKATI, PHILIPPINES
June 23, 2014 to January 31, 2017**

Transcribes recorded discussions in Management Committee (Mancom) meetings.

Collates Mancom presentation materials as well as updates on the Action Register.

Serves as the Help Desk Administrator – quickly and accurately responds to other department's queries and request based on approvals made by the Vice President for Corporate Research Department (CRD).

Coordinates with various departments in terms of required information related to Mancom matters.

Provides administrative and logical support in terms of report and other materials reproduction, (manual and electronic), communications handling, supplies management, files management and presentation materials preparation (as deemed necessary).

Coordinates all meeting and logistical requirements of the VP – CRD including those organized by the Department.

Accomplishes and files Expense Reports and follows up on reimbursements.

Monitors incoming and outgoing documents in terms of receipt and release dates respectively and turnaround or completion times.

Ensures proper filing, archiving and disposal of official documents and records for ease of search and retrieval; accountability in terms of security and access control; classification and purging of records (upon approval).

Handles sensitive and classified information with utmost confidentiality.

**CUSTOMER CARE OFFICER/ PURCHASING ASSISTANT, SANTOS KNIGHT FRANK FORMERLY
KNOWN AS CB RICHARD ELLIS PHILIPPINES INC., MAKATI – PHILIPPINES
July 15, 2012 to December 31, 2013**

Provided excellent customer service to visiting stakeholders and clients.

Efficiently handled specific tasks and assignments such as meeting room reservations, driver and car reservations and delivery and pick up requests.

Responsible for procurement services, materials, office supplies, repairs and maintenance as required by other departments and site.

Maintained excellent record in punctuality and absenteeism.

EXECUTIVE ASSISTANT, W GROUP INC., MAKATI – PHILIPPINES

January 9, 2012 to February 17, 2012

First administrative job in an office setting coming from the customer service industry.

Adapted to the new working environment very well and was able to perform given tasks as an executive assistant efficiently.

BARISTA AND PROMOTED TO SHIFT SUPERVISOR, RUSTAN COFFEE CORPORATION (STARBUCKS COFFEE PHILIPPINES), MAKATI – PHILIPPINES

January 10, 2005 to July 15, 2011

Assist the Store Manager in handling the store operational works. Provides quality beverages, whole bean and food products consistently for all customers by adhering to all recipe and preparation standards.

Develops and trained partners in all operational areas.

Delivers legendary customer service to all customers by acting with a “customer comes first” attitude and connecting with the customer. Discover and respond to customer needs.

EDUCATION

BS IN COMMERCE, MAJOR IN BUSINESS MANAGEMENT, SAINT PAUL UNIVERSITY, QUEZON CITY PHILIPPINES – 2004

HIGH SCHOOL, GUADALUPE CATHOLIC SCHOOL, MAKATI, PHILIPPINES – 2000

REFERENCES

RUBY ALKUINO

Vendor Coordinator, Noble Drilling – Dubai, UAE

Mobile: +971 55 234 8314 email: ruby.alkuino@gmail.com

JON MARVIE BUO

Sales Coordinator, Spot Check LLC– Dubai, UAE

Mobile: +971 50 915 9946 email: marvie.buo@gmail.com

MA. IRMA TAN

Vice President for Corporate Research, Eton Properties Phils., Inc. – Makati, Philippines

Mobile: +632 917 842 4762 email: irma.tan@eton.com.ph/ irmabt@yahoo.com