

# Dawna Nieva Mangaser

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Abu Dhabi UAE



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## Office Administration / Human Resources

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- ✓ With more than 11 years' work experience in UAE as Administrative Manager / HR In-Charge
- ✓ OSHAD Practitioner – Health and Safety Officer
- ✓ BS Accountancy Graduate
- ✓ With Caregiving Certificate
- ✓ With Nursing Assistant Certificate
- ✓ First Aid Certificate (BLS & Highfield)

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## AREAS OF EXPERTISE

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|--|-------------------------------|
| • Strategic Planning and Direction                         | • Operations & Logistics      |
| • Time Management & Execution                              | • Organizational Skills       |
| • Inter Personal Skills                                    | • Workflow Optimization       |
| • Price and Contractual Negotiations                       |                               |
| • Quality & Performance                                    | • Leadership & Communication  |
| • Improvements   | • Risk Management and Quality |
| • Prioritize & Execute Tasks in high-pressure environments | • Control                     |
|  | • Safety Control              |
|  | • Reporting, Invoicing        |

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## PROFESSIONAL EXPERIENCE

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### *Experience:*

**Position:** Office Manager / Human Resources / Safety Officer  
**Company:** Executive Suites  
Abu Dhabi UAE  
**Period:** May 2013 - Present

### ***Duties and Responsibilities***

#### **Administration:**

- a. Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals, handles queries and direct them to the appropriate persons according to their needs.

- b. Manage office operations and activities. Arrange conferences, meetings, and travel reservations for office personnel as well as arranging Travel Itineraries, bookings and other required arrangement.
- c. Practice efficient documentation handling and filing systems for easy retrieval
- d. Manage calendars, appointments and prioritize projects; Manage time effectively and efficiently especially task with deadlines and within time constraints.
- e. Assist in Finance Dept. handling Purchase orders. LPO preparation, Invoices, Posting of Ledgers and Month-end reports, Bank reconciliation, Daily Sales Reports and Budget Preparation.
- f. Monitor Social Media Accounts, Hotel Website, Google Ads and Analytics, SEO and Digital Marketing Platforms.
- g. Compose, type, and distribute meeting notes, emails and routine correspondence, and reports. Open, read, route and distribute incoming mails and other materials and locate and attach appropriate files to incoming correspondence requiring replies. Make copies of correspondence and other materials for proper filing.
- h. Handles Licenses, contracts, certificates and insurances renewal and all the paper works and documents required.
- i. Order and dispense supplies, Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- j. Prepare reports and presentations for internal communications.
- k. Coordinates with other departments, government agencies, corporate offices and owners' office for any information, projects, requirements and reports.

**Human Resources:**

- a. Maintain employee records (soft and hard copies).
- b. Update HR databases (e.g. new hires, separations, vacation and sick leaves).
- c. Assist in payroll preparation by providing relevant data, such as sick leaves and deductions.
- d. Prepare memorandums, disciplinary letters, rules and policies.
- e. Process employees' requests and provide relevant information.
- f. Coordinate HR projects, meetings and training seminars and prepare training materials.

- g. Arrange staff parties, staff air tickets, incentives and team building activities.
  - h. Assist with the recruitment process by posting, screening and identifying candidates.
  - i. Coordinates with PRO for staff visa and labour contracts applications.
  - j. Managing and coordinating staff change status, probation period and appraisals.
  - l. Handles, monitor and update staff benefit and salaries.
  - m. Preparation of monthly payroll, vacation and gratuity payments as well as cash advances, staff loans and deductions.
  - n. Maintaining and monitoring of staff accommodations.
  - o. Checking and Monitoring Health and Safety Standards and compliance in the Hotel.
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***Position:***

***Company:***

***Period:***

***Executive Assistant***

***Mourouj Hotels and Resorts – Executive Suites  
Abu Dhabi UAE***

***June 2012 – May 2013***

**Job Description:**

- a. Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals, handles queries and direct them to the appropriate persons according to their needs.
- b. Manage office operations and activities. Arrange conferences, meetings, and travel reservations for office personnel as well as arranging Travel Itineraries, bookings and other required arrangement.
- c. Serves as a point of contact for Administrative Office and to the General Manager; Welcomes guest and direct them to person of contact.
- d. Manage calendars, appointments and prioritize projects; Manage time effectively and efficiently especially task with deadlines and within time constraints.
- e. Works closely with the Managing Director and Director of Operations effectively and efficiently. Manage projects and contribute to committee and team work.

- f. Assist in Finance Dept. handling Purchase orders. LPO preparation, Payroll and Petty Cash.
  - g. Act as an HR and maintain staff records and document processing (Visa, Labour and Insurance), payments of bank guaranties, review and screen CVs of applicants for new hotels staff.
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**Position:**

***Teller - Customer Service Associate***

**Company:**

***Philippine Savings Bank***

***La Union, Philippines Period:***

***March 2006 – April 2012***

**Job Description:**

- a. Ensure prompt and courteous servicing to client inquiries and transactions; provide information on bank products and services to clients.
- b. Process over-the counter-deposits, withdrawals, encashment, loan payments, miscellaneous transactions such as SSS and credit card payments.
- c. Provide quality service to all clients and answer and satisfy all their queries in a polite manner.
- d. Validate cash and check deposits for any technical deficiencies before posting.
- e. Record late for clearing checks on the appropriate LFC register; ensure that late check deposits are properly stamped as late deposits.
- f. Perform deposit pick-up services.
- g. Sort, bundle, & transfer all excess cash to Branch Service and Control Officer at regular intervals during the day.
- h. Approve cash withdrawals, or encashment within authority limit.
- i. Perform triangular balancing of transactions-i-e., system record vs. source documents vs. cash/check items; ensure that all transactions and actual cash are balanced at the end of the day.
- j. Responsible for reporting any suspicious transactions in the branch to the supervising officer and/or BBG Head office for immediate action.

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## EDUCATION

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**Vocational Certificate: Filipino Institute**

Caregiving Certificate / Nursing Assistant Certificate  
February 2021- February 2022

**Bachelor Degree:** Union Christian College

Bachelor of Science in Accountancy  
Year Graduated: 2000-2005

**Secondary:** Union Christian College

Year Graduated: 1996- 2000

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## Personal Information

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Age:	39 yrs old
Civil Status:	Married
Nationality:	Filipino
Religion:	Christianity
Language:	English, Tagalog