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# RIZALINA ESTRADA MEDINA

## **CAREER OBJECTIVES:**

To be a part of an organization where I can broaden my knowledge professionally and where I can utilize my skills to help contribute to the company's growth and prosperity.

## **PROFESSIONAL EXPERIENCES:**

### **KEY COMPENTENCIES:**

- Team Player, Hard Working, Positive Thinker, Sincere, Quick Learner
- Well organized and disciplined.
- A good communicator and strong listener.
- Possess excellent interpersonal and relationship skills that include the ability to relate well to a diverse range of people.

### **MANAR AL OMRAN SCAFFOLDING RENT & TRADING – April 16, 2016 – Present**

Doha, Qatar

Executive Secretary / Administrative Assistant / Sales & Rental Coordinator

#### **Executive Secretary (Administrative Assistant)**

- Answering incoming phone calls and give information to callers, take messages and transfer calls to appropriate individuals.
- Welcome, assist and directing visitors and clients at all levels of seniority to their respective departments.
- Dealing with incoming email, faxes and post mails. Managing the receipt and dispatch of mail and courier deliveries.
- Schedule and confirm appointments for clients, customers and sales supervisors.
- Prepare and editing documents such as correspondence, internal memorandum, invoices and presentations.
- Taking notes and minutes during meetings and conferences.
- Coordinate travel arrangements, including flights, accommodations, and itineraries.
- Responsible in maintaining paper and electronic filing system for records, correspondence and other materials.
- Responsible in maintaining the supplies and inventory of office stationeries and pantry supplies
- Requesting quotations to appropriate suppliers
- Preparing purchase orders and get needed signatures/approvals; send copies to appropriate suppliers and from department originating request.
- Do other task as required from time to time.

#### **Sales & Rental Coordinator**

- Coordinate with the sales team by managing schedules and communicating relevant information.
- Respond and prepares quotation for all inquiries thru email and phone calls.
- Prepare Sale by File Quotation as per Accounts/Sales Executive request.
- Responsible in checking Invoices against LPO and Quotation before sending to Store.
- Prepares weekly and monthly report.
- Respond to complaints from customers and give after-sales support when needed.
- Responsible in maintaining paper and electronic filing system for Quotations and Invoices.
- Handle the processing of all orders with accuracy and timeliness.
- Inform the client with unforeseen delays and problems or work with the sales team in informing the clients.
- Do other task as required from time to time.

**Assistant to Finance and Logistic Department**

- Assisting in preparing bank documents such as Fund Transfers, Bank Transmittals and LC Documents (Proforma Invoice, Commercial Invoice, Delivery Note, Bill of Exchange).
- Prepare correspondence and letters to customers for payment claims, reconciliation and discount proposals.
- Coordinating with bank via call and email for follow up status of LC Payment, Fund Transfer and other bank related query.
- Assisting in preparing Import and Export Documents such as bills of lading, invoices, and delivery receipts.
- Coordination and follow up with supplier and shipping lines for any queries and documents issues.
- Assist in the preparation of reports and presentations related to finance and logistics.
- Do other task as required from time to time.

**GLOBEMED QATAR – SEHA (SCH – PROJECT) – March 29, 2015 – February, 2016**

Doha, Qatar

**Receptionist / Administrative Assistant****Administrative Assistant**

- To assist in company's day-to-day connections and operations between all parties inside and outside the company.
- Answering phone calls in professional manner.
- Responsible for the hotel accommodation reservation, transportation, and flight bookings to all department heads, interviewees and new joiners.
- Perform general clerical duties; photocopying, faxing, scanning, mailing, filing and typing.
- Responsible for the repair and maintenance of office equipment.
- Scheduling meeting and appointment in effective manner without overbooking.
- Requesting quotations to appropriate suppliers.
- Preparing purchase orders and get needed signatures/approvals; send copies to appropriate suppliers and from department originating request.
- Analyzing invoices and cross checked it with the quantity received.
- Record and maintaining files such as invoices and delivery note.
- Do other task as required from time to time.

**Receptionist**

- Welcome and directing visitors to their respective department in a professional manner.
- Answering and transmitting phone calls to its corresponding extension number.
- Maintaining security by following procedure, rules and regulations.
- Monitoring visitor logbook and issuing visitor badges.
- Maintaining the reception area safe and clean.
- Distribution of incoming mails/parcels/packages.

**GEAR UP ACTIVATIONS AND EVENTS INC.- May 2014 to October 2014**

Mandaluyong City Philippines

**Administrative Assistant**

- Assistance in Administration/HR tasks.
- Implementation of company policies and guidelines.
- Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Provides information by answering questions and requests.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Maintained the human resource records of an organization's employees. These records included information such as name, address, job title, and earnings; benefits such as health and life insurance.
- Recorded information and answered questions about employee absences and supervisory reports on employees' job performance.
- Prepared reports for managers elsewhere within the organization. For example, they might compile a list of employees eligible for an award.
- Performed a variety of other clerical duties, including answering telephone or written inquiries from the public, sending out announcements of job openings or job examinations, and issuing application forms.
- Informed job applicants, by telephone or letter, of their acceptance or denial of employment.

**SEKAI MARKETING - January 2011 to December 2013**

Quezon City, Philippines

**Telemarketer/Sales Encoder**

- Encoding of sales order per customer.
- Answering and transmitting phone calls to its corresponding local number.
- Receiving of product orders directly from customers thru phone conversation.
- Answering customers calls and inquires about company's products and services.
- Filing of important documents such as sales order and sales monitoring sheet.
- Other tasks that may be assigned by the management.

**BIG LEAGUE PUBLICATIONS ( Trader's Guide Magazine) - July 2009 to December 2010**

Ortigas Pasig City, Philippines

**Customer Service Representative**

- Deal directly with customers either by telephone, electronically or face to face.
- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.
- Obtain and evaluate all relevant information to handle inquiries and complaints
- Perform customer verifications
- Process orders, forms, applications and requests
- Direct requests and unresolved issues to the designated resource
- Manage customers' accounts
- Keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints & action taken.

**SHARP ECOPY CORPORATION - May 2008 to May 2009**

Makati City, Philippines

**Secretary**

- Handle certain routine task such as making hotel and airline reservation.
- Prepares itinerary for officers and staff's traveling.
- Provides front desk reception from time to time.
- Perform other duties/function when necessary.
- Prepares and sign routine mails. E-mail communications.
- Screen telephone calls, visitors and incoming correspondence, personally respond to request for information concerning office procedures.
- Scheduling and confirming appointments.
- Responsible for the preparation of manual for presentation.

**EUROTILES INDUSTRIAL CORPORATION - June 2007 to January 2008**

Makati City, Philippines

**Data Encoder**

- Records daily sales order local and imported tiles.
- Prepares weekly and monthly summary sales report of local and imported tiles per distributor suppliers and per trade sales officer.
- Submit monthly report of local and imported tiles per square meter/size.
- Prepare weekly and monthly sales report of tile grout and adhesive per distributor and per trade sales officer.
- Filing of documents such as order sales and inventory form of plant office.
- Other tasks that may be assigned by the management.

**LET'S FACE IT SALON - July 2005 to June 2007**

Makati City, Philippines

**Inventory Staff**

- Validations of service slips per assigned outlet.
- Preparations of weekly and monthly inventory report of products and services per outlet.
- Performs weekly and monthly inventory of products per assigned outlet.
- Filing of important documents such as delivery receipt, stock transfer notes, service/vale slips, and inventory forms.
- Answering client's calls and inquiries regarding company's products and services.
- Other tasks that may be assigned by the management.

**SPECIAL SKILLS:**

- **Technology** - Computer Literacy in MS OFFICE applications and other Internet related works.
- **Communications** - Good written and verbal presentation skills. Use proper grammar and have a good speaking voice.
- **Interpersonal Skills** - Able to get along well with co-workers and accept supervision. Received positive evaluations from previous supervisors.
- **Flexible** - Willing to try new things and interested in improving efficiency on assigned tasks.
- **Attention to Detail** - Concerned with quality. Produce work that is orderly and attractive and ensure tasks are completed correctly and on time.
- **Customer Service** - Routinely handled many customer contacts a day in a busy retail outlet thus learned a lot about customers' needs and behavior

**EDUCATIONAL ATTAINMENT:**

Tertiary : **System Technology Institute**  
Mandaluyong City, Philippines

**BACHELOR OF SCIENCE IN OFFICE  
ADMINISTRATION**

Graduated March 2004

Secondary : **Arellano University**  
**Plaridel High School**  
Mandaluyong City, Philippines

Graduated March 2000

**PERSONAL INFORMATION:**

- |              |                          |
|--------------|--------------------------|
| Birth Date   | ◆ August 18, 1983        |
| Civil Status | ◆ Single                 |
| Religion     | ◆ Christian              |
| Citizenship  | ◆ Filipino               |
| Visa Status  | ◆ Transferrable with NOC |

**CHARACTER REFERENCE:**

Available upon request