

# Curriculum Vitae

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### Career Objective:

*Seeking a position in Marketing, Sales, Training & Business Development Senior role that will effectively **utilize my acquired expertise, experience, leadership qualities, business development skills, creative talent and commitment towards the work to make the organisation grow and establish them in the market.** A position where I can upgrade myself as a professional. Likewise, to work in a progressive organization where I shall be able to combine my wide expertise and experiences with requisite authority to contribute positively towards the growth of the company.*

### Profile Summary:

Experienced Head of Quality and Planning, Marketing, Training, Business Development and Operations with a demonstrated history of working in the oil & gas industry, constructions, water and electricity, retail, banks and government entities. Skilled in Petroleum, Safety Management Systems, Management, Soft Skills, Oil & Gas, Water and Electricity, Engineering & Construction and Government Entities as Training, Learning & Development and Succession Planning. Strong training & career development professional with a Bachelor of Arts in Mass Communication Major in Mass Communication from University of Northeastern Philippines.

- ✚ 10 years of work experience in operations, planning, quality, marketing, training & business development in the field of Oil & Gas, Power and Water, Construction & Engineering Industry, retail, banks and GCC Government entities
- ✚ Dedicated and technically skilled planning, business development, training, sales & marketing professional with a versatile administrative support skill set developed through experiences
- ✚ Strong leadership building, influencing and customer service skills
- ✚ Excellent in resolving employer challenges with innovative solutions, systems and process improvement proven to increase efficiency client's satisfaction

### Skills & Qualifications:

- ✚ **Personal Skills:** Fast learner, Hardworking, self-motivated, adaptable/flexible, responsible, willing to work overtime and under pressure, high-level writing skills and excellent verbal communication skills, including exceptional performance in public speaking and presentations. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality. Good analytical and communication skills.
- ✚ **Computer & Technical Literacy:** Proficiency with Microsoft Word, Excel, Operating Systems & Internet
- ✚ **Diversity Sensitivity:** Ability to build rapport with others in a multicultural environment
- ✚ **Planning, Organizing, Negotiating, Marketing, Business Development, Training, Operations**
- ✚ **Teamwork Skills:** Strong ability to lead and work well with others while pursuing a common goal
- ✚ **Strong Leadership Skills:** Strong ability to handle/manage/supervise staff/organization
- ✚ **Clerical and Administrative Skills:** Preparing and keeping records, MEMO's, filing, record management, employee records and schedules within the department, operations, logistics & hotel venue bookings

### Academic Qualification:

- ✚ **4yr. course in Bachelor of Arts in Mass Communication (AB Mass Com)** - S. Y. 1999-2005  
University of North Eastern Philippines (UNEP), Iriga City, Philippines
- ✚ **High School Diploma** - S.Y. 1995-1999  
Bula National High School, Camarines Sur, Philippines

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## **Employment History:**

**April 2016 - Present**

**Planning, Marketing, Training & Business Development Manager – Operations**

**CMCT – Career Management Consultants and Training Est.**

### **Duties and Responsibilities:**

- Direct report to the Managing Director/CEO
- Helping the Managing Director to implement and monitor SOP for the continuous improvement and success of the company
- Hiring/evaluate, coaching new training coordinator, marketing, planning, quality and operations staff
- Giving orientation and ideas, scenarios to develop all training and marketing staff and for them to continuously improve their marketing strategies and ensure to **reach the sales quota required**
- Hiring/evaluate training instructors as per their field of expertise (freelance)
- Manage/supervise all team leaders and training coordinators within the training & marketing, planning and operations department
- Monitoring operations and logistic issues (*supplies, stocks, tickets and hotel meeting room and room bookings*)
- Monitoring/updating contents of social media campaign like company website, linkedin, facebook, Instagram
- Ensure that the company is officially registered as training vendor/contractor to all companies (clients and potential clients)
- Maintain the good business relationship of the company to all valued clients specially those major companies around GCC
- Handling, resolve client complaints
- Visiting client's offices to personally discuss issues, concerns and how to improve services and maintain the good business relationship
- Research/visiting new companies, finding and developing new markets and improving sales
- Planning and overseeing new marketing initiatives
- Researching organizations and individuals to find new opportunities
- Increasing the value of current clients while attracting new ones
- In-charge of annual training calendar preparations/course plotting for the whole year "fieldwise"
- Preparations of course programs (research)
- In-charge of all client's enquiries, training plan/requirements received from the clients and ensure to meet deadline of submissions and training needs
- Ensure the quality of training material / manual (from instructors) before turned-over to documentations department for printing
- Monitoring of on-going and upcoming trainings (from A to Z)
- Coordinating to other department (Admin, Operations, Quality, Publications, Marketing, Planning, IT & Documentations) to ensure all task are done on time
- Monitoring end of course reports, training evaluations and assessments

**Dec. 28, 2014 – Present**

**Training & Development, Sales & Marketing In-Charge**

**ICTD - International Centre for Training & Development**

### **Duties and Responsibilities:**

- Direct report to the Managing Director/CEO
- Helping the Managing Director to implement and monitor SOP for the continuous improvement and success of the company
- Hiring/evaluate, coaching new training staff
- Hiring/evaluate training instructors as per their field of expertise (freelance)
- Manage/supervise all team leaders and training coordinators within the training & marketing, planning and operations department
- Monitoring operations and logistic issues (*supplies, stocks, tickets and hotel meeting room and room bookings*)
- Monitoring/updating contents of social media campaign like website, linkedin, facebook, Instagram
- Giving orientation and ideas, scenarios to develop all training and marketing staff and for them to continuously improve their marketing strategies and ensure to **reach the sales quota required**
- Ensure that the company is officially registered as training vendor/contractor to all companies (clients and potential clients)

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- Maintain the good business relationship of the company to all valued clients specially those major companies around GCC
- Handling, resolve client complaints
- Request and visiting client's offices to personally discuss issues, concerns and how to improve services
- Research/visiting new companies, Finding and developing new markets and improving sales
- Planning and overseeing new marketing initiatives
- Researching organizations and individuals to find new opportunities
- Increasing the value of current clients while attracting new ones
- In-charge of annual training calendar preparations/course plotting for the whole year "fieldwise"
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**Feb. 2010 – Oct. 2013**

**PetroLab Engineering/Haward Technology Middleast**

**Senior Supervisor – Training & Development/Acting Deputy Training Manager**

**Duties and Responsibilities:**

- Supervise the whole Training Department with 77 Training Coordinators, 4 Training Officers and 6 Training Supervisors
- Evaluate all staff and report to Direct manager and the CEO about the performance of all staff in the department
- Helping to promote staff who has potential to grow and lead
- Giving orientation and ideas, scenarios to develop all staff and for them to continuously improve their marketing and ensure to reach the quota required in each team
- Handling, resolve client complaints turned over by supervisors
- Coordinating to other department (Admin, Operations, Quality, Publications, Marketing, Planning, IT & Documentations) to ensure all task are done on time
- Preparing monthly incentive/bonuses of staff who meet the registrations scheme and getting the approval from the CEO
- Handling the year Training Schedule and ensure it is properly assigned to all staff per team before its marketing date
- Assist the Training Manager finalizing the Training Plans submitted by major clients and reporting it to the CEO
- Ensure that the company is officially registered as vendor to all client companies
- Meeting the clients "Marketing Visit" to discuss their training needs and how we improve our services to maintain the start/maintain the strong business relationship
- Reporting to the CEO and discuss and suggest with regards to client's needs and staff improvements and help the company's success

## **PetroLab Marketing & Training Supervisor**

- Supervise one team with 17 Training Coordinators
- Supervise and support new Training Coordinators and brief them with their job description as well as the company background
- Monitoring the sales target quota of the team and ensure the excellent marketing strategies of all staff
- Monitoring the list of participants in each course and ensure their Visa's (if needed), Hotel Bookings and other client needs during the course
- Ensure that there is no negligence in clients queries, and response on time by checking PC of all staff every end of the day
- Resolve Client complaints and reported to Managers/CEO immediately
- Assist in the preparation of yearly training plan, bulk enquiries and schedule of both Public and In-house Courses
- Managing the increasingly competitive and sometimes conflicting demands of client enquiries
- Work with managers and colleagues to develop and implement effective induction programmes and material

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- Receive, handle and respond to clients queries and tailor their exact training courses to fit their specific requirement. Market specified course with the targeted clients, manage own time to meet the high standards of customer care required

## Training Officer/Training Coordinator

- Establish and maintain professional relationship with valued clients in various business type including Oil and Gas companies, Engineering & Constructions and Power & Water Companies industries and government entities through all media of formal and professional communications
- Receive, handle and respond to clients queries and tailor their exact training courses to fit their specific requirement. Market specified course with the targeted clients, manage own time to meet the high standards of customer care required
- Handle client's complaints and frontline necessary counter actions to resolve issues
- Ensure that training requirements are adequately specified and documented
- Ensure training provision meets client's requirements and is evaluated appropriately
- Establish the effectiveness of training and acquire feedback on the courses needed for future planning/management information

**Mar 2009 – Jan 2010**

## Front End Supervisor

Carrefour Doha, Qatar

- Supervising of Cashiers, Baggers and Customer Service staff

**2005 – 2009**

## Front End Sales Team Leader

Puregold Price Club Makati, Philippines

Retail and Wholesale Company

- Supervising of cashiers, baggers, customer service staff
- Incharge of daily sales/tally report and turn over to Accounts Department
- Monitoring/Incharge of wholesale deliveries to make sure that there are no delays and no damage of goods to be delivered to all valued customers
- Marketing Campaign
- Orientation of newly hired customer service, cashiers and baggers

### Personal Details:

**Date of Birth:** June 22, 1981

**Civil Status:** Married

**Nationality:** Filipino/Philippines

**Passport No.:** P1215747B

**Languages:** Filipino and Fluent English (Oral and Written)

### References:

Available Upon Request.

I hereby certify that the information mentioned above is true to the best of my knowledge.



Applicant's Signature