



Contact

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Address

Al Muteena, Deira,
Dubai, UAE

Expertise

- Cargowise system
- Logis System
- Microsoft Offices
- Logistics, Supply Chain Management
- Incoterms
- Customs Documentation
- Data Management
- Operations Support
- Team Leader
- Professionalism
- Secretarial and Admin role

SKILLS

- Written and oral communication
- Multitasking
- Analytical problem-solving
- Strong Knowledge in Microsoft Tools
- Good Leadership Skills
- Cargowise and Logis System
- Admin Support
- Customer Service Relationship

Language

English

Filipino

Jessa Lee Collado

A former Senior Process Associate with 5years of experience in the logistics industry with keen attention to detail for analysing process and issues and compiling details reports for managers.

Admin Secretary on my current role provides admin support, data entry, reporting and document management

Education

2014-2018 | Philippine Merchant Marine School

Degree: Bachelor od Science in Customs Administration

Field of Study: Logistics and Supply Chain Management

Honors/ Awards : Dean's Lister

Experience

2024

Madina Mall Management Office- United Arab Emirates

Admin Secretary

- Handling phone calls, emails, and other forms of correspondence, often screening and prioritising communications.
- Assisting tenants on the renewal of their contracts.
- Making permits for items for keeping in the loading area
- Arranging meeting to potential tenants, preparing agendas, taking minutes, and ensuring follow-up actions are documented and completed.
- Making Ejari or tenancy contract requested by tenants
- Assisting with various administrative tasks as needed, such as expense reports, budget tracking, and project coordination.

2018 - 2023

DHL Global Forwarding - Philippines

Senior Process Associate

- Resolved customer concerns and boosted retention by offering thorough problem solving and active listening.
- Used business process management software to model and execute optimised workflows.
- Monitoring the workflow and tracking the shipments all across other regions most specifically shipments coming from Europe and Asia Pacific
- Team leader of the team
- Achieve targets by handling queries promptly and sharing comprehensive knowledge
- Provides process refresher the alignment and process updated

2018

Quickflo Forwarding Philippines - Philippines

Internship Trainee

- Lodgement of entries of goods
- Computation of duties and taxes particularly for imports
- Classification of goods to know what particular rates is being imposed

Reference

Noilyn Yao

DHL Global Forwarding, Opex Manager
Operational Excellence Manager

Email : Noilyn.yao@dhl.com

May Flor Basillas

Madina Mall Management Office
Admin Secretary