



## Contact

### Phone

971554942663

### Email

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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 of 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