

**Dear All,**

**I'm Maura Isabel V. de los Santos currently working as an Admin Officer cum HR Executive and have been working for 6 years as a Customer Service here in the United Arab Emirates.**

**I'm interested in applying for the post position that will suit my work experiences.**

**Kindly see my curriculum vitae for more information with my work experience.**

**I look forward to your favorable response.**

**Sincerely,**

**MAURA ISABEL DE LOS SANTOS**

**050-593-8279**

MAURA ISABEL V DE LOS SANTOS

Mobile No.: **050-5938279**

Al Nahda Sharjah, United Arab Emirates

Birth date: May 30, 1983

BACHELOR'S DEGREE IN MASS COMMUNICATION

Adamson University year 2005

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### **OBJECTIVE:**

To obtain a position where I can utilize my skills and work experiences and be a positive feature to the company.

### **WORK EXPERIENCE:**

#### **August 13, 2023 to May 01, 2024**

Designation: **Receptionist cum HR Assistant**

Salmon Farm LLC— is the sea food division of the large conglomerate which is a major player in snack foods and printing technology in UAE.

- Answering calls, taking messages, transfer to concern department and handling correspondence.
- Maintaining diaries and arranging appointments
- Build customer loyalty through courtesy and friendliness.
- Double-check clients contracts for renewals
- Managing databases and prioritizing workloads.
- Received, sort and distribute all mail to concerned departments or individuals to enable them to take the necessary action for prompt action and efficient business communications.
- Ensure all files or records and documents of staff are kept in accordance and traceable with the developments in filing system. Monitor office supplies.
- Managing the entire recruitment process from screening, short listing and selection of candidates
- Scheduling and conducting in-person and virtual interviews
- Drafting of job offer letters, interview invitations, service agreement and all hr related letters
- Conducting orientation programs and ensure proper on boarding of new hires including the Medical Addition.
- Maintenance of employee records and files
- Prepare monthly compensation and attendance spreadsheets
- Handle payroll process with employee benefits
- Assist in organization structure and HR policies

#### **February 14, 2021 to August 11, 2023**

Designation: **Admin Officer cum HR Executive**

OMEGA Insurance Brokers LLC – Is an Insurance brokerage company that provides expert insurance solutions according to clients' requirements.

- Ensure all files or records and documents of staff are kept in accordance and traceable with the developments in filing system. Monitor office supplies.
- Double-check clients contracts for renewals
- Managing the entire recruitment process from screening, short listing and selection of candidates
- Scheduling and conducting in-person and virtual interviews and or Department meetings.
- Drafting of job offer letters, interview invitations, service agreement and all HR related letters
- Conducting orientation programs and ensure proper on boarding of new hires including the Medical Addition.
- Prepare monthly compensation and attendance spreadsheets
- Handle payroll process with employee benefits
- Assist in organization structure and HR policies.
- Maintaining employee records and files.

## **September 18, 2016 to December 10, 2018**

Designation: **Listing Agent/ Assistant to Sales Manager**

**Jamba Real Estate Broker (Dubai)** is professional Real Estate Company, which engaged their selves in assisting clients to achieve their targets of buying, selling, leasing and investing in properties.

- Setting up listing appointments and/or initial listing consultations with prospective home sellers.
- Pulling a list of comparable houses for each listing and advising sellers on price and pricing strategy for their home.
- Responsible for getting the necessary contracts and documentation signed, and taking the initial payment.
- Taking professional level pictures of each home to list Dubizzle and Jamba system and getting all their documents as required by the municipality.
- Schedule and conduct listing presentations with potential for sale and for rent clients.
- Work with clients to stage, price, and market homes.
- Handle all aspects of listings.
- Work closely with buyers' agents to negotiate contracts to closing.
- Call clients after three days to provide feedback or updates on their listing.
- Updating Clients database, answering inquiry, real estate concerns and scheduled appointments
- Received, sort and distribute all mail to concerned departments or individuals to enable them to take the necessary action for prompt action and efficient business communications.
- Ensure all files or records are kept in accordance and traceable with the developments in filing system. Monitor office supplies.
- Preparing Contracts and arrange cheque for every close deals
- Promotes good culture and camaraderie within the clients and Jamba family.

## **July 2015- Sept 2016**

Designation: **Executive Assistant Coordinator**

**IDEAL INFINITY (SAIF Zone)** online-based and distribution business venture that uplifts economic stability to all the dealers and shoppers

- Make Business Proposal letters for prospective clients
- Write and record meetings for Minutes of the meeting
- Ensure all files or records are kept in accordance and traceable with the developments in filing system. Monitor office supplies.
- Monitor customers' orders and arrange the delivery of the item.
- Updating Clients database, answering inquiry, billing concerns and scheduled appointments
- Received, sort and distribute all mail to concerned departments or individuals to enable them to take the necessary action for prompt action and efficient business communications.
- Preparing Sales reports, Purchase order, Quotations, Invoices and payroll.
- In-charge of PRO duties of company medical, employment visa, WPS for staff.

## **Jul 2009 – Jun 2015**

Designation: **Customer Service cum Forex Teller & Remittance**

**AL FARDAN EXCHANGE (DUBAI)** is one of the leading foreign exchange company based in Dubai and having offices all over UAE

- To handle teller transactions in branch
- To provide safety & custodian to cash safe
- Receive/issue cash transaction instruments like remittance, foreign currency exchange, WPS, demand draft, wire transfer, telex transfer and value added services transaction payments, etc.
- Collect cash against any transaction.
- Provide and Collect cash against transaction /vouchers.
- Pay-out domestic and international incoming remittances.
- Complete on-account transactions vouchers.
- Receive cash from CSRs
- Reconcile all end of day report before leaving the branch and be available to open & close the branch.
- Comply with AML policy & procedures.
- Build customer loyalty through courtesy and friendliness.
- Report to Branch Managers or Branch Supervisors about any discrepancy in cash count or fake notes