



JIHAN GRACE MOLINA

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Willing to relocate: Anywhere



WORK EXPERIENCE

Office Manager

Yellow Tram Foodstuff Trading LLC – Dubai, UAE

September 2015 to November 2019

Supporting Managing Director and Operations Director in handling all administration and secretarial work. Maintaining good relationship with staffs, responsible for providing support in the various human resource functions, which include recruitment, staffing, training and development and performance monitoring. Also, responsible for sourcing food products and equipment, goods and services and managing vendors. Performing strategic procurement activities across multiple categories of spend, search for better deals and find more profitable suppliers.

Key Skills & Competencies:

- Reliability and discretion
- Adaptability
- Communication
- Negotiation
- Relationship-building skills
- IT Skills
- Problem solving skills
- Initiative
- Leadership
- Attention to details
- Planning and Organization
- Time Management

SALES COORDINATOR

Solutions Middle East – Dubai, UAE

July 2014 to June 2015

Dubai, UAE

Supporting sales representatives and coordinating sales-related activities within the company, contributes to achieving sales targets. Maintaining good customer relationships by acting as an extension of the field sales force.

Key Skills and Competencies:

- require excellent organizational skills
- administrative skills
- communication skills,
- Ability to deliver high standards of customer service.
- Involvement in social media implementation.
- Strong organizational, administrative and analytical skills.
- Excellent spelling, proofreading and computer skills.
- Ability to maintain confidentiality.
- Excellent working knowledge of all Microsoft Office packages.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multi task and manage conflicting demands.
- Ability to type at least +30WPM

SENIOR ADMINISTRATIVE OFFICER/SALES COORDINATOR

DESCO COPY and PRINT CENTER – Dubai, UAE

October 2012 to April 2014

Dubai Media City, UAE

Working as part of a team and supporting the office manager. Responsible for the day to day tasks and administrative duties of the office including covering the reception area.

Key Skills and Competencies:

- Meeting and greeting clients and visitors to the office
- Typing documents and distributing memos.
- Supervising the work of office juniors and assigning work for them.
- Handling incoming / outgoing calls, correspondence and filing.
- Faxing, printing, photocopying, filing and scanning.
- Organising business travel, itineraries, and accommodation for managers.
- Monitoring inventory, office stock and ordering supplies as necessary.
- Updating & maintain the holiday, absence and training records of staff.
- Responsible for purchase orders.
- Raising of purchase orders and invoice tracking.
- Creating and modifying documents using Microsoft Office.
- Setting up and coordinating meetings and conferences.
- Involvement in social media implementation.
- Updating, processing and filing of all documents.
- Strong organizational, administrative and analytical skills.
- Excellent spelling, proofreading and computer skills.
- Ability to maintain confidentiality.

- Excellent working knowledge of all Microsoft Office packages.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multi task and manage conflicting demands.
- Ability to type at least +30WPM

WAITRESS

Café Blanc Lebanese Cuisine – Dubai, UAE

October 2011 to October 2012

Dubai Mall, UAE

- Meet and greet customers.
- Attend to customers and maintain high standard of service.
- Ensuring company standards and operating procedures are adhered at all times
- Primarily assists the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.
- Prepares and then follow ups on any sales quotations made for clients, negotiating terms with the client at the cost best suited for them.

Key Skills and Competencies

- Organised and possesses a high level of administration ability effectively to manage paperwork.
- Excellent customer service skills.
- Knowledge of business and management principles involved in the strategic planning, resource allocation, leadership technique, production methods and coordination.
- Knowledge of principles and process for providing customer and personal services.
- Knowledge of methods for showing, promoting and selling products or services.

Workforce Supervisor

Spi Global, InC – Manila, Philippines

November 2006 to October 2011

Manila, Philippines

- Operations team provides real-time monitoring focusing on staffing effectiveness call routing issues and work station systems.
- We track, monitor and analyze employee adherence to assigned schedule;
- Provides supervisory staff with appropriate feedback to share with the agents. This covers ensuring the fulfillment of workforce guidelines by identifying agents who are out of adherence so that they may be returned to a productive state and meet the customer and client requirements

Customer Service Representative

Spi Global, InC - Manila, Philippines

September 2003 to November 2006

Manila, Philippines

- Responds to customer inquiries and problems by providing information or directing requests to others who can supply the necessary information or service.
- Handled hotel reservation account for 2 years
- Assisting calling customers to make/cancel/re book their reservation, pay their reservation and other inquiries

Receptionist/F&B Attendant

Max's Fried Chicken Restaurant - Manila,
Philippines

2002 to 2003

Meet and greet customers, escort them to their seats and hand them menus.

- We also take orders and serve food and beverages.
- We answer customer's questions and explain menu items and specials if necessary.
- Most work as a part of team, helping coworkers to improve workflow and customer service.



EDUCATION

BS in Hotel & Restaurant Management

PHILIPPINES WOMEN'S UNIVERSITY - Manila
1998 to 2002