

Maria Estrella Barte

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SKILLS

- FRONT LINER | RECEPTION | CUSTOMER SERVICE | CAREGIVER | ADMINISTRATION | FINANCE | ACCOUNTING
- Microsoft Office, SAP, Quickbooks, Comtrac, ACSR, Grandslam, One X, Support Center, and Avaya
- Teamwork, Project Management, Communication, Problem-Solving, Leadership

TRAININGS & CERTIFICATES

Certification on Basic Life Support BLS - (February 2025)
Certification on Adult First Aider / CPR / AED - (February 2025)
National Certification in Commercial Cooking NC2 Certificate

EDUCATION

CERTIFIED PROFESSIONAL CAREGIVER	Filipino Institute Dubai, UNITED ARAB EMIRATES	2023
MASTER OF BUSINESS ADMINISTRATION (MBA)	University of San Carlos, PHILIPPINES	2014
Thesis Study: "Personal Finance Practices of Customer Service Associates of Convergys Philippines Services Corporation in Cebu City"		
CULINARY	Technical Education and Skills Development Cebu City, PHILIPPINES	2013
BACHELOR OF SCIENCE IN MANAGEMENT ACCOUNTING (BSMA)	University of San Carlos – Main, Cebu City, PHILIPPINES	2009

PROFESSIONAL EXPERIENCE

OFFICE SUPERVISOR

SAUDI INDUSTRIAL EXPORT COMPANY, January 2024 – Present Dubai, UAE

Key Duties:

- Responsible for the planning and coordination of day-to-day operations of in the office.
- Travel Support & Business Conference arrangements (flights, visa, hotel, transport arrangements)
- Manage Office Insurance, Leases & Contract renewals.
- HR Related: Medical Insurance, onboarding new staff, corporate events)
- Finance: Petty cash management & registration on UAE corporate tax.
- Commercial: Sourcing, Prepares contract, input customer profile and sales using SAP.

GENERAL AFFAIRS OFFICER

MITSUBISHI CORPORATION HEADQUARTERS FOR THE MIDDLE EAST, Apr 2017 – Jan 2024 (6.8 years) Dubai, UAE

Key Duties:

- HOTEL, FLIGHT, and all travel arrangements for the Top Managers and all staff including VIPs from all over the world.
- FRONT LINER / RECEPTIONIST – welcomes VIP guests and prepare the boardroom when required.
- Improved record – keeping accuracy by creating an updated filing system for confidential documents and materials such as HR database, Corporate Files, and CEO residential records.
- Organized numerous events and conferences such as CSR program & Corporate Events, and coordinating logistics and maintaining clear communication with all the members.
- Draft government letters and papers whenever required.

Key Achievements:

- Promoted twice within the last two years. Reduced operational costs to 20% for FY2022.
- Created a highly effective inventory tracker and filing system, resulting in easy access to critical information and streamlined office functioning and used by management for decision-making.

ADMINISTRATIVE MANAGER *cum* ACCOUNTS ASSISTANT

CENTAUR ASSET MANAGEMENT LTD., February 2014 – April 2017 (3 years)

Dubai, UAE

Key Duties:

- EXECUTIVE SECRETARY / RECEPTIONIST / HR / ADMINISTRATIVE – Properly maintain CEO's and Top Management agenda and assist in planning appointments, board meetings, and conferences of other office personnel.
- PRO – Visa Processing including renewals of visa, expired passport, Company Trade License, Establishment Cards and other Company Formation Documents are handled efficiently and promptly.
- Register new employee to Labor by updating MOL number in the WPS. Staff Work Visa processing & Company Requirements and documentation.
- ACCOUNTS – Prepares monthly payroll through WPS (Wage Protection System).
- Update Financial Statements and Cash Flows and immediately post to QuickBooks on a daily, monthly, quarterly, and yearly basis.
- Weekly and monthly reports on Cash Flows, Income collection and other department activities are handled efficiently.

CUSTOMER SERVICE ACCOUNT EXECUTIVE (Marketing & Sales Executive)

COMCAST TELECOMMUNICATION, April 2010 – January 2014 (4 years)

Cebu, PHILIPPINES

Key Duties:

- Achieving individual sales goals by building strong lasting client relationships through product knowledge and effective use of specific tools, such as Comtrac, ACSR, Grand Slam, One X, Support Center, and Avaya to access, edit, modify, and troubleshoot customer's account.
- Used Casper and Einstein as a knowledge base tool that helps employees be updated with Comcast's products/services with its features and benefits.
- Providing outstanding customer service including in person, over the phone and through electronic communication.
- Handling technical support; helps customer troubleshoot internet and phone problems in Beltway Region

Key Achievements:

- Championing Voice of the Customer (VOC) with 100% Resolve Rate and a Top Seller.
- Contributed to the development and implementation of sales techniques and marketing strategies that resulted in accelerated sales growth of ~ 25-30%

CUSTOMER SERVICE SPECIALIST (Front Liner: Sales and After Sales)

GLOBE TELECOMMUNICATIONS, April 2009 – April 2010 (1 year)

Cebu, PHILIPPINES

Key Duties:

- Achieving individual sales goals by building strong lasting client relationship through mastery of GLOBE selling strategy.
- Explain various options and receive orders for services to be installed and follow up with an individual customer until a question is answered or an issue is resolved.
- Look into and resolve complaints about billing and other service and assist customer in their billing and transfer of service concerns.
- Providing outstanding Customer Service including in person, over the phone and through electronic communication.

AUDIT & ENCODER (Part Time)

KAONA GRILL RESTAURANT, May 2008 – June 2008

Cebu, PHILIPPINES

Key Duties:

- Audit Sales and Expenses for 2006 – 2008 transactions.
- Encoding Income Sales and Revenues of 2008 transactions.
- Performing Bank Reconciliation (2008)