



Rosalie C. Hinayon

CONTACT

PHONE: 0559627397/ 0586793248

EMAIL: liehinayon08@gmail.com

ADDRESS: Old Sarouj Al Ain,UAE

OBJECTIVE

I am looking for an opportunity to use my skills and abilities to make a positive impact in any organization. I am a team player who is able to work effectively in a fast-paced environment. I am committed to continuous learning and willing to take on new challenges.

PERSONAL DATA

NATIONALITY: Filipino

DATE OF BIRTH: August 18, 1991

LANGUAGE: English | Basic Arabic | Tagalog

CIVIL STATUS: Single

SKILLS

- Computer Proficiency, MS Office (Word, Excel, Power point, Outlook)
- Skilled in excel Formulas, VLOOK UP and PVOT
- Good in Oral, verbal and written communication
- Phone and listening skills
- Data Entry and Informing skills
- Quick learner
- Ability to work quickly and methodical
- Customer focus and Customer service
- Organization skills with an ability to stay focused on assigned tasks

EDUCATION

Tertiary: Information Technology | 2011 – 2013
West Capitol School of Technology | Pasig, Philippines

Secondary: Mambugan National High School | 2005 – 2009
Antipolo, Philippines

Primary: Bancaan Elementary School | 1999 – 2004
Naic Cavite, Philippines

WORK EXPERIENCE

Al Afandi Global for Publicity & Advertisement
Al Ain, UAE |January 2023 - 2024
SECRETARY

Job Description:

- Answering phone calls and redirect them when necessary

- Making Invoices, Receipt, Payment Voucher and Quotation for customer
- Acting as a receptionist, Greeting and Assisting clients for any inquiries.
- Handling the email and response to the email as necessary
- Handling the Petty Cash and Payments from customers
- Contacting all Suppliers and ask if the materials are available and the prices and making order.
- Filing, Printing and Scanning Documents

Banco De Oro Unibank Inc. | March 2019 – December 2022

27th flr BDO CCO Mandaluyong, Philippines
 Under (Merchant Outsource Network Enterprise)
 FRAUD MANAGEMENT UNIT DEPT.

MIS - SUPPORT STAFF

Job Description:

- Maintains database by entering new and updated customer account Information
- Provide support and maintenance to existing management information system (MIS)
- Generate and distribute management reports in accurate and timely manner
- Perform data analysis for generating reports on periodic basis
- Provide recommendations to update current MIS to improve reporting efficiency and consistency.
- Extracting and Consolidating data reports
- Making daily, weekly and monthly reports
- Provide strong reporting and analytical information support to management team

Banco De Oro Unibank Inc. | December 2016 – June 2018

17th flr BDO CCO Mandaluyong, Philippines
 Under (Merchant Outsource Network Enterprise)
 SERVICE FULFILLMENT UNIT DEPT.

RTS (CARD VERIFIER)

Job Description:

- Outbound and Inbound calls
- Obtains client information by answering telephone calls; Interviewing clients; verifying information

- Contact client to verify if their card already received
- Establishes policies by entering client information; Encode the given details.
- Check the quality and accurate instructions.

Sentinel Credit Information Service | August 2016 - November 2016

Ortigas Pasig, Philippines

COMPLETION DEPT.

Credit Card Application Clerk

Job Description:

- Collects, records, and verifies information supplied by applicants; reject and returns incomplete or illegible applications
- Contact and conduct interview to the client.
- Determine eligibility by comparing client information to requirements.

Lucky Deal Leisure, Inc. | November 2015 – April 2016

Deployed at SM City Masinag | Antipolo, Philippines

Sales Assistant

Job Description:

- Assisting customers in order to help them find what they need
- Processing Payments
- Ensuring stock levels are well maintained
- Providing customers with information on pricing and product availability
- Promoting store products or special offers
- Handling customer complaints or handling customers on to management