



RUSSEL DE VERA DIZON

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ABOUT ME

CAREER OBJECTIVE:

To secure a responsible and challenging position that will utilize and strengthen my motivational skills and would give me a greater chance of career advancement.

MAJOR STRENGTHS:

Self-motivated and self-oriented person. / Proficient in both oral and written English communication. / Highly motivated to do multiple projects simultaneously, accuracy, and meets lead time. / Excellent customer service/ negotiation skills. / Strong interpersonal and organizational skills. / Accurate and methodical approach. / Attention to detail and analytical skills. / Ability to work well in a fast-paced driven environment. / Demonstrated capacity to develop and maintain comprehensive administrative processes that improve the efficiency of day-to-day operations. / Excellent Management and Leadership skills. / Team Player, disciplined, and flexible individual with a strong desire to share knowledge and willing to learn new techniques to deliver the best result.

CAREER SUMMARY:

Experienced – In Hiring and Recruitment, Office Administration and Operation, Negotiation and Coordination, Customer Compliance Relations, Sales and Marketing, Business Development, Credit, and Collections. Throughout my career, I have maintained the highest performance standards with a diverse range of customer service and administrative functions which are clearly illustrated in my past success.

WORK EXPERIENCE

SALES ASSISTANT cum GENERAL ADMINISTRATIVE

OMRON Europe BV Branch (Industrial Automation) [2 Sep 2018 – 5 Mar 2024]

City: Dubai | Country: United Arab Emirates

- Dealing with a variety of customer inquiries (lead time, expedite, and escalation of the products) and coordinating with office supplies suppliers & responsible for local purchases.
- Maintain and update sales, suppliers, and customer records in the business system promptly.
- Preparation of vendor approval, agreements, quotations, delivery notes, invoices, and credit notes.
- Examination of non-disclosure agreements.
- Assist in the resolution of order processing problems by working as the contact person between sales management, logistics, and customers.
- Receive and process incoming orders for materials, merchandise, classified ads, or services such as repairs, installations, or rental of facilities. Generally receives orders via mail, phone, fax, or other electronic means.
- Duties include informing customers of receipt, prices, shipping dates, and delays; preparing contracts; and handling complaints.
- Correctly and efficiently process sales orders, release a product, return a product and follow up with Logistics Team.
- Checking all deliveries to ensure everything is on schedule and chase where appropriate.
- Manage and coordinate with the commercial team overseas in commercial and logistics areas.

- Working with credit, and product, and liaising with the Logistics Department to ensure timely deliveries.
- Active support of sales, e.g., in sales activities. Training coordination within the Central Region.
- Raised freight charge invoice to CPT Customer and weekly sending of SOA.
- Manage public information for customers (certificates, brochures, demos-information, training schedule).
- Handle training requests (bookings, certificates, agreements).
- Organization and coordination of meetings and training courses as well as internal company events.
- Preparation and organization of all related documents, invitations, reservations, materials, and information for seminars and exhibitions.
- Development of uniform processes and support in services.
- Support in the organization of (house) trade fairs including stand service.
- Use and maintain the Demand Planning software as the primary forecasting system tool.
- Provide input to the Supply Planning organization in developing inventory strategies on existing items, new products, and product phase-outs.
- Closely coordinate and communicate customer action plans with supply planning.
- Used the analytical, marketing, and sales data of a company to effectively estimate future product demands. Organize, file, and store company documents.
- Planning inventory flow, analyzing statistical data, and generating forecasting solutions.
- Providing administrative and organizational activities support to staff.

ADMINISTRATIVE SUPERVISOR

Architectural Sound and Image Electronics LLC [Jan 2015 – Aug 2018]

City: Dubai | Country: United Arab Emirates

General HR and Admin:

- Independently responsible for the issuance of various types of letters like offer letters, appointment letters, confirmation letters, transfer letters, etc.
- Responsible for maintenance of personnel files, records of training, probation, etc.
- Preparation of monthly attendance and leave statements of employees.
- Coordinate with the finance for the monthly payroll system; make necessary entries for newly joined separation cases, and unpaid leave.
- Preparing Reports (Resource Status Report, Travel Report, HR Update, Exit Report, etc.) for senior management. Taking up the exit interview of the employee.
- Analyzing exit interview data and suggestions to the management based on that.
- Handing over all the necessary documents at the time of exit.

Employee Relation and Welfare:

- Conducting staff welfare and fun activities like annual parties, and monthly outings.
- Daily Interactions with the associates to understand and address their problems on a personal level.
- Oversee each HR specialists who have a specific assignment in each area. Not limited to the discipline concerned with strengthening the employer-employee relationship through measuring job satisfaction, employee engagement, and resolving workplace conflict. Labor relations functions may include developing management responses to negotiating collective bargaining agreements and rendering interpretations of labor contract issues.

Responsibilities Includes:

- Diplomatically resolved customer complaints on an as-needed basis.
- Maintained all record-keeping procedures without error.
- Delegated responsibilities to employees to meet the company's expectations.
- Entered data for reports, production items, shipping, and inventory.
- Maintained computerized inventory of all parts, supplies, and products.
- Updating our database for new and old contacts that are dealing with our products.
- Preparing Quotations, Packing Lists, Delivery Notes, Invoices & Receipts, Credit Notes, Journal Vouchers, and process orders. To work out the Monthly Sales and Marketing Plan.
- Follow up on pending checks and payments to our clients. Arranged the Payroll system.
- To bring in and follow up on new sales and projects from existing customers.
- Preparation and compiling of Company brochures, technical materials for upcoming events, etc.
- Coordinate and liaise closely with global business partners.
- Manage and handles customer relations, feedback, and complaints.
- Site visit on construction high-rise buildings and introduce our Company products and services.

- Representing the company in business-related functions. Customer retention.
- Provide accurate feedback on future buying trends to their respective employers.

ACCOUNTING CLERK (GENERAL) cum PROCUREMENT ASSISTANT, DOCUMENT CONTROLLER, SALES COORDINATOR

KBE Gulf LLC [Dec 2004 – Dec 2014]

City: Dubai | Country: United Arab Emirates

- Developed ability to work in a fast-paced atmosphere.
- Maintained excellent customer relations and developed customer rapport.
- Diplomatically resolved customer's complaints on as-needed basis.
- Ability to follow instructions well and make decisions with no supervision.
- Maintained all record-keeping procedures without error.
- Delegated responsibilities to employees to meet company's expectations.
- Effectively developed telephone communication skills and consistently met quotas.
- Handled all word processing and typing.
- Entered data for reports, production items, shipping, and inventory.
- Maintained computerized inventory of all parts, supplies, and products.
- Helped plan and organize company functions.
- Answering incoming calls, inputting all incoming fax and e-mail in our Microsoft Access system.
- Making self-correspondence for our all clients, forwarding our Company Profile and Catalogue to contracting and consulting companies.
- Representing the company in a professional and businesslike manner.
- Updating our database for new and old contacts that are dealing with our products.
- Preparing Quotations, Packing List, Delivery Notes, Invoices & Receipts, Credit Note, Journal Voucher, and process orders.
- I assigned also to make a Delivery Schedule and inform clients about the schedule of delivery for their order.
- Follow up pending checks and payments to our clients. Arranged the Payroll system.
- Performs other related tasks that maybe assigned by my superior from time to time.

LOGISTICS ASSISTANT (TEAM LEADER) cum INVENTORY CONTROLLER

NEP LOGISTICS, INCORPORATED [Sep 2001 – Nov 2004]

City: Laguna | Country: Philippines

- Distribution of picking to in-charge actual picker included of picking list, order checklist and picking ticket. In-charge in actual picking of parts based on picking list, order checklist and picking ticket.
- In-charge in actual checking of parts count and arrange properly the actual parts.
- Scanning of picking tickets and responsible in printing of master check sheet for double-checking of parts.
- Assigned in list of palletizing the ordered parts and conduct monthly inventory of all parts.
- Arrange documents needed in loading and delivery of parts.
- Preparation of Delivery Receipt in dispatching and shipping of the parts to our Client.
- Filling of all Documents such as Order check sheet, Master list, non-conformance report, Pallet label and Ticket with problem.
- Forwarding all documents to our Japanese Supervisor for final checking.
- Assigned in our Client for actual counting the parts..
- Develop an understanding of customers' needs and take actions to ensure that such needs are met.
- Maintain and develop positive business relationships with a customer's key personnel involved in, or directly relevant to, a logistics activity.
- Provide project management services, including the provision and analysis of technical data.
- Report project plans, progress, and results.
- Review logistics performance with customers against targets, benchmarks, and service agreements.
- Collaborate with other departments as necessary to meet customer requirements, to take advantage of sales opportunities or, in the case of shortages, to minimize negative impacts on a business.
- Develop proposals that include documentation for estimates.
- Direct team activities, establishing task priorities, scheduling and tracking work assignments, providing guidance, and ensuring the availability of resources.

- Explain proposed solutions to customers, management, or other interested parties through written proposals and oral presentations. Protect and control proprietary materials.
- Manage subcontractor activities, reviewing proposals, developing performance specifications, and serving as liaisons between subcontractors and organizations.
- Perform system lifecycle cost analysis and develop component studies.
- Redesign the movement of goods to maximize value and minimize costs.
- Perform managerial duties such as hiring and training employees and overseeing facility needs or requirements.
- Support the development of training materials and technical manuals.
- Direct and support the compilation and analysis of technical source data necessary for product development.
- Direct availability and allocation of materials, supplies, and finished products.
- Participate in the assessment and review of design alternatives and design change proposal impacts.
- Plan, organize, and execute logistics support activities, such as maintenance planning, repair analysis, and test equipment recommendations.
- Manage the logistical aspects of product life cycles, including coordination or provisioning of samples, and the minimization of obsolescence.

EDUCATION AND TRAINING

Bachelor of Science in Computer Engineering at AMA Computer College of Biñan

[Jun 1997 – Aug 2001]

City: Laguna | Country: Philippines

LANGUAGE SKILLS

Mother tongue(s): Tagalog

Other language(s):

English

LISTENING C2 READING C2 WRITING C1

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

CBCM / Citrix / Construction budgeting, planning and monitoring software / E-POS / Facilities Management System (CAFM System) / Google Suite (Doc, Slides, Form, Sheet, Drive) / JD Edward ERP / Lotus Notes / Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access / PeachTree / Salesforce CRM / SAP SuccessFactors / Teams, Yammer, Edmodo, Google Classroom / Video Conferencing (Zoom, Teams, Skype, Webex) - Advanced / Skype, TeamViewer / Knowledge of eDMS, LIMS, SAGE, SAP, SELECT, TrackWise / knowledge of presentation platforms (PowerPoint, Prezi, Canva) / Able to adapt to new situations and system. / Ability to learn quickly and communicate with others / Ability to work effectively and efficiently under pressure / Ability to work in a team and autonomously / Data Collection, Data Entry, and data Analysis Softwares / Creativity and Attention to Detail. / Demonstrated leadership skills and a team player. / Good Communication and Writing Skills / Detail-oriented Time management / Good listener and communicator / Hard working, arranged, responsible / Leadership, Decision making, Critical thinking, Relationship building / Organizational and planning skills / High capacity of organization and multitasking / Team work and Conflict resolution

I hereby certify that the above foregoing statements are true and correct to the best of my knowledge and belief.

Russel De Vera Dizon (Applicant) - Dubai, United Arab Emirates, Mar 2024