

Curriculum Vitae

MA. RESURRECCION (DULCE) TERUEL

Dubai, UAE

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PROFESSIONAL PROFILE

Experienced administrative professional adept at managing multifaceted responsibilities, overseeing HR and administrative functions, and providing high-level support to executives. Skilled in strategic planning, negotiation, and ensuring regulatory compliance. Proven track record in orchestrating schedules, optimizing resources, and fostering team performance.

CORE SKILLS

- Administrative Coordination
- Organizational Skills
- Strategic Planning
- Negotiation & Vendor Management
- MS Office Suite
- Detail-Oriented
- Airtable, Slack
- Communication & Collaboration
- Google Workspace

CAREER SUMMARY

Recruitment / Operations / Executive Assistant

ASTUDIO – Dubai, UAE

09/2024

- Maintain applicant tracking systems (ATS) and keep up-to-date records of recruitment activities.
- Conduct initial screening interviews, evaluate candidates' skills, and assess cultural fit.
- Source candidates through various channels, including job boards, social media, and networking.
- Develop and implement policies and procedures to optimize productivity.
- Prepare reports, memos, and presentations on behalf of the executive.
- Assist in project management and follow-up on important tasks.
- Provide high-level administrative support to executives, including managing schedules and coordinating meetings.

e-Commerce Business Owner/Manager
Clued & Co. - Dubai / London
09/2022 – 11/2023

- Handled product sourcing, inventory management, marketing, customer service, and order fulfillment.
- Developed and implemented strategies to drive sales and increase brand awareness.
- Used Shopify platform to set up and maintain the online store and manage sales transactions.
- Collaborated with suppliers, manufacturers, and shipping partners to streamline operations and ensure timely delivery of orders.
- Managed financial aspects of the business, including budgeting, forecasting, and financial reporting.

General Manager – Retail/FEC
Robotika Trading LLC - Dubai, UAE
02/2013 – 03/2021

- Directed operations for multiple retail stores/kiosks and indoor kids' play areas, surpassing revenue targets through strategic sales initiatives and promotional activities.
- Spearheaded the expansion of retail operations, overseeing the establishment of new stores, including recruitment, training, and store layout design.
- Led and mentored a diverse team, consistently surpassing performance benchmarks.
- Negotiated effectively with suppliers, enhancing profit margins and ensuring optimal purchase terms.

PA to Managing Director / HR and Admin Manager
Robotika Trading LLC / El Mondo Express LLC – Dubai, UAE
06/2008 – 02/2013

- Oversaw HR and administrative functions, ensuring seamless operations across departments.
- Provided seamless support to the Managing Director in managing schedules, correspondence, and confidential matters.
- Acted as a gatekeeper for the MD's time and focus, managing and prioritizing requests from across the business.
- Ensured regulatory compliance by liaising with government entities for visas, licenses, and permits.

Communication Coach/Trainer
TeleTech Philippines
04/2006 – 03/2008

- Delivered comprehensive communication training to agents/consultants, focusing on language proficiency, interpersonal skills, and customer interaction.
- Conducted coaching sessions and contributed to training curriculum improvements.

Customer Service Representative
People Support Philippines
10/2003 – 02/2006

- Provided high-quality customer service, addressing inquiries, troubleshooting issues, and offering product recommendations.

Area Sales Manager
Cemex Philippines
02/2001 – 11/2002

- Developed and executed sales strategies to achieve targets in my designated area.
- Established and maintained strong relationships with key customers, ensuring high levels of satisfaction

Commercial Assistant
Cemex Philippines
11/2000 – 02/2001

- Supported Area Sales Managers with sales and administrative tasks to ensure operational efficiency.

EDUCATION

Bachelor of Science in Commerce
- *Major in Management Accounting*
University of St. La Salle, Philippines