



JONAVEL B. CANTUANGCO

PROFILE

A polite, friendly and sociable person who can coordinate the flow of paperwork around an office, and provide administrative support of the highest calibre. I can keep a cool head in busy, complex circumstances and I have the kind of solid office administration experience under my belt that will allow me to make an impact from day one in any company that I join. Highly experience in dealing in s day to day basis with strong customer service skills. Energetic personality coupled with strong work ethic.

CONTACT

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PERSONAL INFORMATION

Birthday : **April 12, 1995**
Nationality : **Filipino**
Marital Status : **Single**
Passport : **P4239105B**
Visa Status : **Employment Visa**

EDUCATION

BS Travel Management

2013-2017

Bicol College, Daraga Albay Philippines

WORK EXPERIENCE

Renewal Coordinator- \$BK Real Estate

Sharjah, UAE- Jan 2022-Present

- ✚ Serves as the main point of contact for the renewal process.
- ✚ Oversees the release of billing blocks on renewed contracts.
- ✚ Approaching clients in advance to ensure correct notices are sent on time.
- ✚ Preparing lease contracts/ EJARI.
- ✚ Registering EJARI on behalf of clients & Documentation collection from clients.
- ✚ Working closely with the Property Management department and Leasing department for managed and non-managed leases.
- ✚ Developing client relationships, ensuring both parties are kept updated during the process.
- ✚ Contact tenants for pending documents and payment.
- ✚ Sending mails for monthly renewal notice.
- ✚ Documentation collection from clients.
- ✚ Generated routine correspondence and document templates using Microsoft Word.
- ✚ Coordinate with messenger for delivery and receiving contracts.
- ✚ Ensuring all documentation is valid when uploaded in the system during the renewal process.
- ✚ Registered and uploading contract both online/ Manual Contract.

Receptionist- \$BK Real Estate

Sharjah, UAE Dec 2020- Jan 2022

- ✚ Greet and welcome guests as soon as they arrive at the office.
- ✚ Direct visitors to the appropriate person and office
- ✚ Answer, screen and forward incoming phone calls
- ✚ Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms and brochures).
- ✚ Provide basic and accurate information in-person and via phone/email.
- ✚ Receive, sort and distribute daily mail/deliveries
- ✚ Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- ✚ Update calendars and schedule meetings, and perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.
- ✚ Providing a range of reports depending on what is requested by the managers.
- ✚ Offered knowledgeable, friendly support to in-office guests.

LANGUAGE

Filipino
English

SKILLS

- Trustworthy
- I feel responsible for my actions and to my work
- Punctual and always on time for work
- Hardworking and can work under pressure
- Administrative Duties
- Client relationship building
- Contract management
- Multi-Tasking
- Strong customer service and communication skills
- Microsoft Office: (Word, Excel Power Point)
- Data Encoding & Office Machines.

TRAININGS & SEMINARS ATTENDED

Customer Service Training- 11/2015
The Oriental Hotel- Legazpi Philippines

Reservation Agent-06/2017
All Philippines Travel & Tours

Intern-Front Office Associate/Fb
Paradise Garden Hotel and Resort
Convention Center-Boracay Philippines
01/2017-02/2017

Counter Sales cum Cashier- Alwarqaa Organizing Exhibition Global Village- Dubai, UAE October/December 2020-Partime

- ✚ Assisting customer with queries and providing solutions quickly.
- ✚ Taking orders-processing payments.
- ✚ Answering questions relating to the order.
- ✚ Receiving payment and executing orders.
- ✚ Updating the product inventory.
- ✚ Ensuring that each customer leaves the store satisfied.

Receptionist Cum Admin-Leader Sport Trading Dubai, UAE May 2018- Jul 2020

- ✚ Answer phone calls, operate a switchboard, take messages and redirect calls to appropriate person.
- ✚ Receive mails & Route calls to specific people.
- ✚ Greet visitors warmly and make sure they are comfortable.
- ✚ Coordinate mail flow in out of office.
- ✚ Hand out employee applications.
- ✚ Collect and distribute parcels and other mail.
- ✚ Organize bookkeeping and issue invoices/cheques.
- ✚ Develop and maintain filing system.
- ✚ Monitoring if the stores are depositing the daily cash sales and entries of the Daily Sales Report then proceed for upload.
- ✚ Collecting invoices (Dewa, Etisalat bills, Du bills etc.) and making sure it is paid before due dates.
- ✚ Another task to be assigned by superior.

Corp. Front Desk-Admin-PNI Management Philippines Inc Ortigas, Philippines- June 2017-March 2018

- ✚ Maintain positive and cheerful personality with desire to deliver outstanding customer service to every guest.
- ✚ Meet and greet walk in guests, clients and applicants to the company.
- ✚ Determine nature and purpose of visit and direct them to specific destination.
- ✚ Handles guest and employee's questions and concerns professionally and courteously.
- ✚ Answers and screen all incoming calls to routes them to their proper recipient, and taking, relaying message as needed and Provides information, taking message and schedule appointments.
- ✚ Receive mails, documents and record them for reference and distribute to properly to recipient.
- ✚ Maintain clean, safe and well-organized reception area.
- ✚ Files documents and maintain records.
- ✚ Clearing cheques of the third party, daily basis send report to the accounts.
- ✚ Dealing with the staff's benefits, making sure monthly payment is done before due date.
- ✚ Uploading daily report of the staff/monthly basis, and Site visit monthly.

References: **Available upon request.**

I hereby certify that the above information mention is true and correct to the best of my knowledge and belief.