

IRIS CATRAL

C O N T R A C T E X E C U T I V E



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SKILLS

- Strong Communication Skills
- Contract Negotiation
- Travel Management
- Marketing & Sales
- Sales & Office Administration / Document Control
- Problem-Solving / Critical Thinking
- Business Process Improvement
- Project & Email Management Tools
- Contract Loading / Data Entry
- Tour & Holiday Package Formulation & Loading
- UAE Visit Visa, Business & Pro Services Processing

EDUCATION

MASTER IN BUSINESS ADMINISTRATION

St. Paul University Philippines
1998 - 1999

BACHELOR OF SCIENCE IN CIVIL ENGINEERING

University of Saint Louis
1985 - 1991

PROFILE

Dynamic Contracting & Customer Service Executive/Sales & Office Administrator with twelve (12) years of experience helping organizations reach their full potential. Excellent knowledge and interpretation of contracts and agreements. Ability to build and maintain strong communication and client relationships.

Highly-motivated employee with desire to take on new challenges. Strong work ethics, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Committed job seeker with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

EXPERIENCE

DATA ENTRY SPECIALIST

DUSK TRAVEL & TOURISM

July 2022 - February 2023

- Update information about price, promotions, and conditions from suppliers in order for the customer to see the correct information on the company travel technology platforms (back-office system, B2B & B2C) and make sure that the right data is entered.
- Update Availability Calendars/Allocation, and make sure the system is updated within the necessary timeframe as per instructions.
- Evaluate and load contracts with multiple and special requirements based on the information provided.
- Create holiday packages based from information, price and conditions provided by Supplier
- Load and update travel technology platforms of holiday packages
- Resolve travel technology platform discrepancies or escalate to the developers in order to find an appropriate solution.

TRAVEL/VISA CONSULTANT

WALID AL ALI TOURS

May 2022 - June 2022

- Interacted daily with clients, tour companies, airlines by telephone, email and written correspondence
- Processed tourist & visit visas by entering customer details in the visa portal & B2B system.
- Carefully listened to and assessed clients' needs in order to create a match for their vacation plans.
- Advised clients of proper travel documentation and forms of payment for all types of travel.
- Collected payments from clients and dispersed monies to vendors in a timely manner.

CONTRACTING EXECUTIVE

DESERT ADVENTURES

January 2022 - April 2022

- Communicated with industry partners to build valuable relationships and achieve operational targets.
- Data Entry: Upload hotel profiles and ensure accurate data are entered in TravelBox travel technology platform.
- Commercial Contracts Data Management and Loading: Analyze and load contracts and promotional offers.
- Internal Client Management: Action Stop sales.
- Content Management: Mapping of hotels & rooms

VIRTUAL ASSISTANT

Freelance (Remote)

February 2021 - December 2021

- Provide remote email management, and administrative & HR support to Company Owner.
- Set up and manage electronic filing systems
- Upload and update products on the client's website
- Collect and analyze Web metrics, such as visits, time on site, page views per visit, transaction volume and revenue, traffic mix, cost per acquisition, or cost per click-thru FullStory App.

CONTRACT EXECUTIVE

DNATA TRAVEL

October 2016 - July 2020

- Assist the Contracting Managers in managing contracted rates for the following hotel groups: Accor, Hilton, Hyatt, Rotana, Anantara, Four Seasons, FIVE, Kempinski, Radisson, Millennium as well as independent hotels in the UAE.
- Verify contracts and compare basic information against existing information of the specific product.
- Prepare contracts for the inventory control department to load rates & allocations into the reservation system.
- Analyze and review contracts to ensure they comply with company Terms & Conditions
- Act as the first point of contact in the absence of the Contracting Managers.
- Developed and maintained relationships with hotel management and sales team to secure and negotiate the best/exclusive offers
- Ensure appropriate records of contracts/offers, Health & Safety Information, Credit Facility documents, override & marketing documents are saved and uploaded in Contract Management System (CMS) and SharePoint.
- Check Salesforce and escalate to Senior Purchasing Manager Contract/Offer cases that need to be prioritized.
- Handle all customer service and accounts issues related to bookings, product quotation requests, and ensuring all issues raised are confirmed and losses minimized where possible.
- Coordinated with Contract Loading Manager to develop and implement Purchasing & Loading processes to reduce wasted resources.

DATA ENTRY SPECIALIST

DESTINATIONS OF THE WORLD

July 2015 - July 20216

- Data Entry: Upload hotel profiles and ensure accurate data are entered on the DOTW Online System
- Content Management: Mapping of hotels & rooms
- Input client information into spreadsheets and company database to provide leaders with quick access to essential client data.
- Maintained database by entering new and updated customer and account information.
- Collected and organized information for entry, prioritizing entries to increase efficiency.
- Identified and corrected data entry errors to prevent duplication across systems.

TRAVEL & TOURS CONSULTANT

ARABIAN ADVENTURES - DMC

April 2014 - April 2015

- Independently handled the Flight Centre Global Products account requests and itineraries.
- Process all booking requests received from Tour Operators and EK Network for the destination by arranging visas and other ground services by entering data in the reservation system.
- Organized memorable and exquisite travel itineraries and vacations for high-level clients, celebrities, politicians, and business executives.
- Ensure telephone/email inquiries are addressed and provide assistance and information to tour operators and Emirates Group outstations as well as passengers and in-resort clients.
- Upsells products to generate maximum profitability on each file.
- Offers alternatives when requested services cannot be confirmed and ensure materialization of each and every request.
- Ensures that all services requested are entered in the system and charged as per the negotiated contracts and invoiced accurately.
- Ensures that liability for services provided by contracted suppliers exists to enable their invoices to be processed accurately for payment.
- Provides feedback and solutions to any booking issues that may arise.
- Liaise with the airport/hotel representatives and assist passengers / in-resort clients to resolve booking issues.

TOURS CONSULTANT

ARABIAN ADVENTURES - MICE

January 2014 - March 2014

- Arranged Nu-Skin Group Visas and ground services as well as provided administrative assistance to the MICE Staff in organizing the Nu-Skin Group Event.
- Provided customers with the best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Maintained operational proficiency in coordinating both international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations.
- Organized memorable and exquisite travel itineraries and vacations for Nu-Skin Group and business executives.

OFFICE CIVIL ENGINEER / ADMINISTRATOR

IRONWELD CONSTRUCTION

October 2012 - August 2013

- Oversee the coordination of all materials and services to be used on site.
- Liaise with clients and representatives to material requirements and services approval.
- Attend regular meetings to keep them informed of the progress of the project.
- Responsible for the documentation and storage of files of Civil/Structural/ Finishing works of projects undertaken by the Contractor.
- Assist in the estimation of projects for bidding and serves as Contractor's representative during site visits.
- Prepares monitoring, evaluation, and progress reports of projects weekly for submission to the Project Manager as well as Memoranda and correspondence.
- Improve and take charge of systems and procedures in document control.
- Undertakes inventory of office supplies and approves supply orders.
- Responsible for sorting and routing incoming emails and documents as well as preparing responses to routed correspondence.

VOICE AND DATA SERVICES MANAGER - AT&T BUSINESS SOLUTIONS

WEST CORPORATION

May 2011 - September 2012

- Processing of new and old orders, not limited to circuit changes or conversions, and total disconnections of big companies in the United States, of both high speed and low-speed connections.
- Proactively coordinated the day order life-cycle of various voice products for clients by ensuring service commitments exceeds client expectations while adhering to corporate and policies and procedures
- Established an excellent working relationship with the assigned clients by providing continuous string level of overall service Assist in identifying and resolving routine program quality issues by developing reference materials for process improvement.
- Assist in resolving routine program quality issues by identifying issue(s) and researching in a timely manner.

TRANSACTION PROCESSING ASSOCIATE - AT&T U-VERSE ACCOUNT

Accenture Delivery Centre

March 2010 - April 2011

DATA ENTRY / ORDER MANAGEMENT

- Proactively coordinate the day order life-cycle of various U-Verse products while providing support for clients and ensuring service commitments
- Provide a single point of contact and follow U-Verse order request from receipt of order through successful delivery, which may include accessing multiple client systems Receive U-Verse order requests from customers and validate the accuracy of the information
- Complete customer status calls at various milestones (touch-points) throughout the order lifecycle to ensure that the order is completed within the required time-frame
- Proactively maintain an understanding of escalation processes established for each step of the order life-cycle, ensuring it is followed when needed
- Resolve billing issues for customers while presenting a positive level of professionalism with customers at all times.

OFFICE CIVIL ENGINEER

IRONWELD CONSTRUCTION

October 2006 - February 2010

- Oversee the coordination of all materials and services to be used on site.
- Liaise with clients and representatives to material requirements and services approval.
- Attend regular meetings to keep them informed of the progress of the project.
- Responsible for the documentation and storage of files of Civil/Structural/ Finishing works of projects undertaken by the Contractor.
- Assist in the estimation of projects for bidding and serves as Contractor's representative during site visits.
- Prepares monitoring, evaluation, and progress reports of projects weekly for submission to the Project Manager as well as Memoranda and correspondence.

REGIONAL COORDINATOR / PROJECT EVALUATION OFFICER III

Housing & Urban Development Coordinating Council

October 1994 - August 2006

- Coordinate with the Key Housing Agencies and other relevant offices to facilitate the smooth implementation of projects through participation in regular and special meetings related to the implementation of the Philippine Urban Development and Housing (UDH) projects, among others;
- Identify existing and potential issues and bottlenecks that may hamper the implementation of UDH projects and recommend necessary action plans as well as formulate policies to resolve the same;
- Provide inputs/comments and prepare various reports and official correspondences related to the implementation of the UDH Program and projects;
- Recommend necessary tools and processes to improve the UDH Program's monitoring framework and processes;
- Provide logistical requirements for the conduct of workshops, seminars, consultations, and other related fora necessary in carrying out Monitoring & Evaluation (M&E) activities; and
- Perform other work that may be assigned from time to time by the Director of Coordination, Monitoring and Evaluation Group (CMEG) & HUDCC Chairman.