



JEAN ARLEEN MALLILLIN

+971 50 724 8802 | Dubai, UAE

jeandubai18@gmail.com

<http://linkedin.com/in/jean-arleen-mallillin-3212871a3>

Summary

- **5+ years experience in different industries.**
- **Customer Service Expert**
- **Proficient in MS Office**

Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

And to be employed with a responsible career opportunity to fully utilize my training and skills while making a significant contribution to the success of the company.

Technical Skills

- MS Office
- CRM
- Windows & MAC OS

Key Skills

- Communication (Verbal & Written)
- Database Management
- Customer Service
- Technical Support
- Organized
- Time Management

Competencies

- Ability to turnaround artwork quickly on short notice.
- Exceptional eye for attention to detail.
- Ability to take direction and work independently.
- Career-focused, result-oriented, responsible and a life-long learner.

Professional Career

Allsopp & Allsopp Real Estate LLC | Dubai, UAE

Recruitment Coordinator

May 2023 - Present

Roles & Responsibilities:

- Designs and implements overall recruiting strategy.
- Consults with managers to discover staff requirements and specific job objectives.
- Writes and posts job descriptions on career websites, newspapers and universities boards.
- Sources candidates by using databases and social media.
- Evaluates and screens resumes and cover letters
- Use recruiting tools like tests and assignments to assess candidates' skills.
- Conducts phone, Skype and/or in-person interviews.
- Provide a shortlist of qualified candidates to hiring managers.
- Helps the hiring team with recruiting methods and interview questions.
- Contacts new employees and prepare onboarding sessions.
- Prepares new hire paperwork ensuring legislation requirements are met.
- Maintains a complete record of interviews and new hires.
- Stays up-to-date with current recruiting methods.
- Attends job fairs and careers events.

Education

NATIONAL UNIVERSITY
Manila, Philippines

- Bachelor of Science in Nursing

Personal Info

- Age: 30
- Birthday: 18-October-1992
- Civil Status: Single
- Notice Period: 30 Days

References

Available upon request.

Wimpey Laboratories LLC | Dubai, UAE

Laboratory Administrator/ Receptionist
March 2018 – August 2022

Roles and Responsibilities:

- Carried out clerical duties.
- Prepared laboratory reports of clients.
- Kept and maintained office files and records with high confidentiality.
- Managed large amounts of calls.
- Identified and assessed customers' needs to achieve satisfaction.
- Built sustainable relationships and trusts with customer accounts through open and interactive communication.
- Provided accurate, valid, and complete information by using the right methods/tools.
- Met personal & customer service team sales targets and call handling quotas.
- Handled customer complaints, provided appropriate solutions and alternatives within the time limits; followed up to ensure resolution.
- Kept records of customer interactions, processed customer accounts and filed documents.
- Followed communication procedures, guidelines, and policies.

Metrobank Card Corporation | Philippines

Sales Verifier
March 2016 – December 2017

Roles and Responsibilities:

- Responsible for listening to the verification part of the call process.
- Validated the quality of the verification part and disposed the sales appropriately by following the standards set by the department.

JP Global Ventures Corporation | Philippines

Office Administrator
April 2012 – December 2015

Roles and Responsibilities:

- General administration tasks.