

# KRISTELLE G. CLARIÑO



**Cavite, Philippines**  
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With **Local / International Driver's License**

**Citizenship:** Filipino  
**Marital Status:** Single  
**Height:** 5'5 ½

## CORE COMPETENCIES

Accomplish a strong dedication for Office, Sales & Management position in an expert multinational organization (adding value to the overall growth & profitability) to the field of nonstop improvement. Whereas, determined, ambitious & self-motivated individual that can work with minimal supervision alone or as part of a team.

## EDUCATION w/ CERTIFICATIONS

**BS - Psychology** (2010)  
w/ **Academic Scholar**, &  
**Certified in Information System Management** (2010)  
Cavite State University (Main),  
Philippines  
**Call Center Agents** (2012)  
with TESDA Competency Cert.  
Informatics, Philippines  
**Insurance Advisor** (2019),  
AXA,  
Insurance Comsn., Philippines

## CERTIFIED SKILLS

- **Administering & Interpreting Psychological Exam, & Counseling Skills:**  
General Psychology (Clinical, Industrial, & Educational Psychology)
- **Computer Software Application**  
Expert in **MS Word/Excel/P. Point/Outlook, LN – etc.**
- Excellent in English language (**Written & Oral communication**)  
Customer Services, and Service Coordinator
- Traditional Life Insurance

## RELATED DESIGNATIONS

**Exec. Assistant to DBD**  
**BIC Ltd., KSA**  
(Dec. 7, 2020 – Jan. 20, 2023)  
**Mr. Abdul Rahman**  
Director of Business Development

## SALES & OFFICE MANAGEMENT

- Making travel arrangements, Meetings and Event Representative in Mauritius, London, Dubai, and KSA.
- Format information, internal and external communication – quotation, proposal, emails, presentation and reports.
- Timely support and point of contact to Director of Business Development, President, Employees, and Clients.
- Had managed HR, and Operations Department.
- 6 months remote work in the Philippines as Admin Cum Secretary.

**Business Development Exec.**  
**First Choice Group, Qatar**  
(Aug. 6, 2018 – Feb. 29, 2020)  
**Mr. Mohammed**  
Managing Director

- Foster a collaborative environment within organization (Sales, Accounts, HR / Admin Departments).
- Oversee the sales process to attract new clients.
- Research and identify new market opportunities in Philippines, Kuala Lumpur Malaysia, Doha Qatar, and Istanbul Turkey.
- Prepare and deliver pitches to potential investors or clients.
- Work with senior team members to identify and manage risks.
- Remote interviewer in the Philippines for hospitality industry.

**Sales Coordinator**  
**Khalid Almoayed & Sons,**  
**Bahrain**  
(Sept. 18, 2017 – Feb. 25, 2018)  
**Mr. Jude O'Neil**  
Manager

- Coordinate sales team (Technicians, Drivers, Sales Executive and Manager) by managing schedules, organized important documents, keep track of files and communicating relevant information.
- Respond to client's inquiries / complaints of unforeseen delays & give after-sales support.
- Monitor the team's progress, identify shortcomings and propose improvements in Store and promotional events.

**Relationship Officer**  
**CITIBANK – AL MOOSA MKTG.,**  
**Bahrain**  
(Feb. 26, 2017 – Aug. 07, 2017)  
**Mr. Shakeel**  
Relationship Manager

- Actively endorse & acquire New-To-Bank (NTB) clients through Telephone & field sourcing & generate new leads or able to cross sell products based on customer's financial needs.
  - Complete & submit all submissions in an accurate & timely manner.
  - Handled client's complaints & problems & solve it in a timely manner.
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**Executive Secretary cum HR**  
**Assistant**  
**President Properties Co. W.L.L.,**  
**Bahrain**  
(Nov. 23, 2015 – Jan. 31, 2017)  
**Mrs. Cathy**  
Assistant Manager HR

- Monitor & report progress on company's growth to Managing Director through coordination among various units/departments Managers in Hotels, Luxury Apartments & First-Class Restaurants.
  - Monitoring, maintaining updated records by encoding, filing & assist to Assistant Manager HR with implementation of services & policies (inc. LMRA, GOSI / SIO, Business & Visit eVisa application).
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**Customer Support Agent /**  
**Content Writer – Freelancer**  
**Australia Co. - Philippines**  
(March 3, 2012 – June 30, 2014)  
**Mr. Dandin**  
Web Content Developer

- Interact with customers to provide & process information in response to **inquiries, concerns & requests.**
  - Making product / **item reviews** or **blogs** over 300 items by research, write & intranet content from scratch - **write web content** based on material supplied.
  - & Plus, Part time Assistant - Web Developer, assisting the current co-worker Web Developer to reduce or revise title almost 2,000 products for search engine optimization (SEO Title Tag).
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**Group Desk Officer / Marketing**  
**Development Executive**  
(PART TIME)  
**A Whole New World Travel Agency**  
(January – June 2014)

- Major in Account Executive – **Travel Account Consultant**
  - Handled Travel Accounts & sell tours packages (make suggest travel promo / deals, design advertisements & other details), assisted customers (inc. concerns & answering reservations inquiries).
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**Host & On Call Assistant for OM**  
**Le Chocolat - Enma Riffa/Seef,**  
**Bahrain**  
(July 15, 2014 – September 2015)  
**Mr. Yateem**  
Operational Manager

- **On Call Assistant for Operational Manager** - Delegates activities to supporting LC Branch associates; ensures all related activities (Employee's performance evaluation / monitoring subject employees) are accurately or on time. &, oversees all Service Coordinator job duties, ensures compliance, & consistent application of policies & procedures.
  - Additional duty, greets guests, organizes reservation, & distributes menus.
  - Sometimes, sell & take guest's orders in designed cake or menu orders, prepare itemized checks, & accept payments.
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**Assistant Manager HR**  
**Sun Asia Construction & Dev.**  
**Co., Philippines**  
(July 25, 2010 – Dec. 30, 2011)  
**Mr. Derek**  
Investor & Manager

- Major in **Recruiting, Hiring, & Training**
- **Office In Charge** – Holds & Manage **three (3) Departments** & reliable for **Suppliers Contact Person**  
**Promoted for Professional Accomplishments:**  
**Promoted to IBD Admin Assist. - Hungston International Ltd – PACASA Int. Ltd** (March - July 2011)
- Administrative support professional offered versatile office management skills & **proficiency in Microsoft Office programs** (ex. Spreadsheets/Reports).  
**Promoted to Tech. Support & Exec. Assist. - L-Shiem Hardware & Gen. Mdse** (February – March 2011)
- Handled multifaceted clerical tasks (inc. data entry: Excel & GTC system, & records management) as the Exec. Assist. to supervisor.
- **Branch Manager / Sales Manager - 1312 Auto Supply & Gen. Mdse.** (July 2010, January 2011)
- Suggested new products that increased earnings by 37.50% or Increased sales from average 400,000/month almost a year to 550,000/month within 2months

## TRAINING EXPERIENCES

**Psychologist Assistant**  
**Cavite Center for Mental Health,**  
**Philippines**  
(Summer "OJT", 2009)

- **Administered, assessed, & interpreted** various psychological tests & assessments.
  - Diagnose & evaluate mental & emotional disorders of individuals & administer programs of treatment
  - Observe patients in various situations; select, administer, & interpret intelligence, personality, & other psychological tests to diagnose disorders & formulate plans of treatment, & provide consultation to other mental health professionals w/ regard to test results.
  - Assess patient progress & modify treatment programs.
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**HR – Assistant**  
**E.Chan Mktg. Corp. Monde &**  
**Nissin Distr., Philippines**  
(Summer "OJT", 2009)

- Promoted to fulfill a broad range of **HR functions** (includes experience in employee recruitment & retention, staff development, mediation, conflict resolution, benefits & compensation, HR records management, HR policies development & legal compliance.
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## SEMINARS / CERTIFICATIONS

*(Full Details by request for application)*

### Essential knowledge:

- Basic Food Safety & Personal Hygiene Training
- Guest Satisfaction Training
- Enhancing One's Ability through Teamwork: One Team, One Goal
- Enhancement Program in Personality Assessment & Evaluation through Projective Techniques
- Counseling in Action: A Therapeutic Approach for Personal Growth & Dev.

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