

# MA. KAROL ANNE O. MAGDALUYO

Business Bay Dubai, UAE

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## SUMMARY

Sales and administrative support professional with hands-on experience working in diverse office environments. A team player who works collaboratively and effectively communicates with individuals of all levels and a highly motivated, detail-oriented individual who strives to ensure that all tasks are efficiently accomplished within time.

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## PROFESSIONAL EXPERIENCE

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**Senior Sales Support Representative**  
**Sales Support Representative**  
**Perfect Purity General Trading**

**February 2023 – Present, Dubai, UAE**  
**June 2020 – January 2023, Dubai UAE**

- Assists in leading and managing a team of 9 sales support representative to ensure seamless coordination of sales activities, improving efficiency and team productivity.
- Facilitate communication between sales teams and internal departments to streamline workflows and foster collaboration.
- Mentor and guide junior sales support coordinators, providing training and feedback to enhance skills and productivity.
- Identify opportunities to streamline workflow and support the implementation of process improvements.
- Manage and maintain accurate sales records, generate reports and analyse sales data to assist in strategic planning and informed decision-making.
- Performs standard sales support representative responsibilities, as outlined below.
  
- Provide sales and administrative support to the sales team and manage sales-related activities within the department.
- Prepare and manage accurate sales quotations, ensuring timely delivery and adherence to pricing guidelines.
- Process sales orders, verify order details, and coordinate with relevant departments to ensure accurate fulfilment.
- Respond to customer complaints and provide after-sales support as requested, including informing customers of delays, arranging delivery dates, and scheduling marketing events.
- Process purchase orders, ensuring accuracy and timely execution of orders.
- Prepare shipping documents, including invoices, packing lists and customs documentations.
- Oversee the receiving process, ensuring correct documentation and inventory management for incoming goods.
- Submit claims efficiently and follow up with suppliers to ensure timely processing of claims related to damages, shortages, and price discrepancies.
- Monitor the shipping process to ensure timely and accurate delivery of products to customers, coordinating with logistics and warehouse teams.
- Process supplier invoices, ensuring correct pricing, terms, and match with purchase orders prior to posting and submission for payment approval.
- Handle and resolve discrepancies or issues related to sales quotations/orders, purchase orders, invoices, and shipments in timely manner.

- Maintain accurate records of sales and purchase orders, invoices, shipping documents for future reference and reporting.

### **Sales Coordinator**

**Falcon Professional Kitchen LLC**

**May 2017 – May 2020, Dubai, UAE**

- Provide sales and administrative support to the sales team, managing daily sales-related activities and ensuring smooth departmental operations.
- Prepare and submit accurate sales quotations and proposals, ensuring timely delivery to clients while maintaining high quality and precision.
- Process purchase orders with accuracy, ensuring timely fulfilment and adherence to company protocols.
- Manage inbound and outbound sales communications, including calls, emails, and messages, addressing customer inquiries and resolving complaints efficiently; provide updates on delays, arrange delivery schedules, and coordinate product demonstrations and presentations.
- Collaborate with cross-functional teams to ensure the effective handling of sales-related matters, queries, and deliveries, promoting seamless communication between departments.
- Assist in monitoring and managing the status of ongoing projects, ensuring timely updates and supporting project execution.
- Follow up on outstanding payments and receivables, ensuring that invoicing and collections are handled efficiently and in line with company policy.
- Organize and maintain critical documentation, ensuring proper filing and effective communication of relevant information to stakeholders.
- Generate and distribute stock reports, keeping the sales team informed of stock availability for upcoming and ongoing projects.
- Compile and deliver weekly sales reports to the Regional Sales Director.

### **Executive Assistant cum Accounts Coordinator**

**Animo Marketing Inc.**

**February 2016 – January 2017, Muntinlupa, Philippines**

- Provide secretarial and administrative support to the CEO, ensuring efficient day-to-day operations and effective management of executive tasks.
- Serve as the primary point of contact for the CEO, representing the company in a professional and positive manner to internal and external stakeholders.
- Manage and organize the CEO's calendar, including scheduling meetings, appointments, travel, and conferences; making necessary adjustments as needed to accommodate changing priorities.
- Maintain accurate records of meetings and discussions, utilizing filing and retrieval systems to ensure historical reference and efficient document management.
- Monitor and manage office supplies inventory, ensuring stock levels are maintained, anticipating needs, evaluating new products, and placing timely orders; verify receipt of supplies and manage related logistics.
- Liaise with internal and external contacts, ensuring clear and timely communication across various departments and with key business partners.
- Develop and maintain a database of potential clients, identifying opportunities for business growth and strategic partnerships.
- Reach out to potential clients to introduce company services, presenting tailored solutions that align with their needs and objectives.
- Prepare and present proposals to potential clients, following up for feedback and approval.

**Administrative Assistant****Great Depot Inc.****February 2015 – February 2016, Muntinlupa, Philippines**

- Administer company asset management, including overseeing shipments, repairs, maintenance, and purchases of stocks-in-trade and other assets.
- Generate and maintain regular sales and stock reports, ensuring accurate tracking and timely updates for management.
- Organize and coordinate meetings, demonstrations, workshops, and events, ensuring smooth logistics and effective scheduling.
- Prepare checks and check vouchers for company transactions, ensuring accuracy and compliance with financial protocols.
- Perform banking transactions, including deposits, withdrawals, and transfers, ensuring all financial processes are completed accurately and promptly.
- Confirm cash and check deposits, process payments, and handle remittances to suppliers and payees in a timely manner.
- Manage petty cash funds, tracking expenditures and ensuring appropriate usage in line with company policies.
- Ensure efficient filing and organization of important documents, papers, and records, maintaining an organized and accessible filing system.
- Answer telephone calls and respond to inquiries, providing timely and professional assistance to callers and visitors.
- Assist other staff members with tasks and duties as needed, offering support based on availability and workload.

**Administrative Assistant****Manhattan Mfg. & Mktg. Co., Inc. (Seasonal Employment)****April 2010 - June 2013, Parañaque, Philippines**

- Answer and direct telephone calls, take accurate messages, and ensure timely communication.
- Input purchase orders into the system, ensuring accuracy and proper documentation.
- Process delivery receipts and sales invoices, ensuring that all transactions are accurately recorded and filed.
- Assist in organizing and scheduling meetings, workshops, and other events, coordinating logistics and ensuring smooth execution.
- Manage petty cash fund, ensuring proper tracking and reconciliation of expenses.
- Maintain inventory of office supplies, monitor stock levels, anticipate future needs, place and expedite orders, and verify receipt of supplies.
- Compile, copy, sort, and file records related to office activities, business transactions, and other operational tasks, ensuring proper documentation and easy retrieval.

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**EDUCATION**

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Associate in Office Administration

De La Salle University – Dasmariñas, Philippines 2013 – 2015

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**SKILLS**

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- Proficient in SAP, Microsoft Dynamics, and ERP systems.
- Proficient Microsoft Office applications (Word, Excel, PowerPoint, Outlook).
- Strong word processing and typing abilities, with a typing speed of 60-70 words per minute.