

# Sarah Jane M. Linga



Al Nahda 1, Sharjah, UAE



lingasarahjane@gmail.com



052 174 9633



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## PROFESSIONAL PROFILE

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals. I am a service-oriented professional with progressive years of experience on effectively handling enquiries and complaints, and with great communication skills. I can able to work to timely demands and manage multiple workloads.

## CORE SKILLS

- Customer Service
- Complaint Handling
- Problem Solving
- Administrative and Clerical Works
- Organization
- Knowledge in Microsoft Office
- Knowledge in Netsuite, Easypay, ERP

## WORK EXPERIENCES

### CONCIERGE/RECEPTIONIST

#### Al Thuriah Cleaning Services and Management

Al Nahda, Sharjah, UAE

June 24, 2017 – Present

- Greet and assist visitors, customers, tenants, and contractors, and provide the information they need.
- Responds to the clients' complaints in the flat/ common area and takes appropriate action to rectify concerns.
- Ensure transactions are properly recorded, monitored, and maintained into the system.
- Booking the appointments with the residents, subcontractors and technicians.
- Supervise and monitor the subordinate's attendance, daily duties and responsibilities.
- Report the building status to facility coordinator and building engineer.
- Assist and promote the building to the prospective clients.
- Prepare quotation and invoices.
- Prepare technicians calendar of schedules and programs for system support as needed.
- Prepares daily, weekly and monthly reports and reimbursements.
- Responding to employee and clients' inquiry received by email, telephone or walk-in.
- Performs various duties and assignments involving HR and other management issues.
- Monitors and maintains office supplies.

## **PAYROLL PROCESSOR & ADMIN. ASSISTANT**

### **8242 Development Corporation**

Nex Tower, Makati, Philippines

February 2016 – March 2017

- Assisted visitors, customers, suppliers, and contractors, and provided them the information they needed.
- Managed and monitored staff attendance, vacation and sick leaves.
- Arranged meetings and schedules of accountant and supervisors.
- Prepared and processed payslip, monthly salary and final pay.
- Coordinated and maintained human resources files, and records.
- Processed and prepared mandatory benefits and government contributions of employees.
- Communicated information and documents via post and email.
- Monitored and maintained the office supplies.
- Scanned and copied contracts, notes and other documents for filing.

## **PAYROLL PROCESSOR**

### **Toplis Solutions (Outsourcing Company)**

### **Velco Asia Management Corporation**

Port Area, Manila, Philippines

August 2013 – February 2016

- Assisted employees with inquiries regarding salary, benefits, final pay and other HR related concerns.
- Prepared and processed reimbursements, payslip, monthly salaries and final pay.
- Received and distributed files and documents to different departments.
- Monitored visitor access and maintained security awareness.
- Organized and updated files and records.
- Coordinated with bank personnel for payroll processing and staff salary concerns.
- Performed and provided general, administrative and clerical works.

## **EDUCATIONAL ATTAINMENT**

**Tertiary:** *Bachelor of Science in Business Administration (March 24, 2012)*

**Major:** Financial Management

**Coursework Included:** Basic Accounting, Managerial Accounting, Entrepreneurial Management, Financial Analysis and Reporting, and Strategic Financial Management.

**Institution/College:** St. Mary's College of Marinduque

Isok, Boac, Marinduque, Philippines