

**JOCELYN CRUZ BERMUDEZ**

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Skills and Qualifications:

- Ability to interact with various personnel at functional levels within the organizations.
- Creating commitment to plan and workforce motivation.
- Maintaining company focus.
- Flexibility and diplomatic when dealing with demanding and unreasonable customers.
- Hard work, dedication and will power to succeed.
- Interpersonal skills to work with a wide range of representatives.
- Ability to change activities and priorities to meet new demands.
- Knowledge of ISO 9001 requirements for quality management; audit policies and procedures.
- Analytical and problem-solving skill.

EMPLOYMENT BACKGROUND:**Dolphin Middle East Marine****Operation Coordinator**

Dubai Maritime City, United Arab Emirates

July 12, 2022 – Present

- Assist Technical Manager in day-to-day coordination and management of business operational activities
- Monitor, control and manage business operations to meet customer expectations and company goals
- Liaise between customer and management to ensure smooth operation delivery
- Coordinate and manage projects tasks to ensure project delivery within allotted budget and timelines
- Ensure compliance and company standards and procedures
- Build and maintain strong customer relationship through meetings and communications
- Evaluate current operational performances and provide strategic plan for improvements
- Provide direction and guidance to internal teams to achieve performance targets
- Identify problems in operations process and resolve them in quickly and timely manner
- Follow standard operating procedures for efficient business operations
- Maintain clear and accurate operations documents/procedures for reference purposes
- Any other duties as necessary and as assigned

Anchor Marine Equipment Company LLC (visa under Ocean Fair International Group FZE)**Service Coordinator**

King Faisal Ext, Industrial Area 1 Sharjah, United Arab Emirates

November 6, 2019 – July 8, 2022

- Secure and analyze quotations; negotiate prices, terms and contracts with suppliers and make recommendations for actions with the greatest value to both the customer and the company
- Handle the processing of all orders with accuracy and timelessness
- Coordinate with agent in accordance with vessel ETA
- Arrange Technicians attendance onboard

- Inform clients of unforeseen delays and problems
- Prepares final costing for all jobs done
- Provides monthly sales (service) report to Managing Director
- Following up with clients regularly to assess and ensure their satisfaction.
- Responding to complaints and resolving issues or matching clients with better services
- Checking and approving Driver's and Technicians overtime.
- Arranging Technicians port passes.
- Sending the final invoice to customer (portal and emails)

Omega Insurance Broker LLC

Senior Financial Advisor (Life Department)

Al Karama Dubai, United Arab Emirates

August 30, 2017 – September 1, 2019

- Provide financial planning support to clients
- Support investment professionals to cultivate client relationship
- Prepare financial proposal to clients
- Respond to prospective customer queries about financial planning
- Handles recruitments

Orient Insurance

Insurance Advisor (Life Department)

Al Badia Dubai, United Arab Emirates

August 30 2016 – August 24, 2017

- Develops base for long-term sources of clients by using referrals, occupational, and special-interest groups to compile lists of prospects.
- Approaches potential clients by utilizing mailings and phone solicitation; making presentations to groups at company-sponsored gatherings; speaking publicly to community groups on the subject of financial well-being
- Respond to clients' questions and complaint
- Follow up with clients after initial meetings or conversations

Versato Decoration Cont. LLC.

Executive Secretary

National Paints Sharjah, United Arab Emirates

October 7, 2014 – June 30, 2016

- Provide administrative and clerical support to managers
- Alert manager about cancelations or new meetings
- Handle information requests
- Prepare correspondence and stuff mail into envelopes
- Prepare confidential and sensitive documents
- Coordinates office management activities
- Determine matters of top priority and handle accordingly
- Takes and transcribes dictation
- Greet and receive visitor. Maintain office procedures
- Relay directives, instructions and assignment to executives
- Receive and relay telephone messages.
- Direct the general public to the appropriate staff member.
- Maintain hard copy and electronic filing system
- Maintaining and updating the database of all employees
- Prepare weekly documents financial transactions by entering account information.
- Ensure paychecks are correct and delivered on time
- Calculate salary and overtime

Seven Seas Shipchandlers LLC

Dubai Investments Park 1 Dubai, United Arab Emirates

Executive Assistant

January 2011 – October 2, 2014

- Organizing and Maintaining file records of all Military contracts
- Preparing and editing correspondence, reports, presentation and business proposal
- Making Travel and Guest arrangements
- Manage, plan and organize daily calendar as appropriate on company calendar
- Handles team requisition such as office supplies, business cards, leaflets and promotional materials
- Serves as an intermediary in communication in between the General Manager to ranking file personnel Oversee Team Management and responsibilities.
- Data entry of information in the master database.
- Ensures data entered is as per the approve standards and consistently maintain the quality level of data entered in the system.
- Coordinates with different departments to source for the information required to perform the task
- Ensures assigned tasks are completed and deadlines are met
- Contributes to team effort by accomplishing related results as needed

Defense Procurement & Logistics (Australian Defense Force)

August 22, 2010 – December 2010

- Responsible for the routine logistical operations of the Procurement and logistics jobs, ensured that it works with and deliveries efficiently and effectively for the team
- Resolved invoice queries to ensure prompt payment of suppliers.
- Responded to ADF and suppliers query to ensure proper request are met and handled. Handled inquiry, quotation & deliveries of some technical items.
- Monitored the performance of all existing suppliers to ensure contractual obligation is adhered.
- Determined suppliers' capabilities and managed supplier relationship.
- Identify all aspects of the contract that have to be met and ensure that responsibilities are clearly defined and timescales are identified and met pertaining to vehicle leasing.
- Arranged flights to TarinKowt - Kandahar to send all (ADF) cargo on the specific time frame. Coordinated to all concern personnel's for flight schedules and deliveries.
- Ensured leasing of all equipment and vehicles are aligned with Company Corporate Procedures. Handled all mobile phone bills/request/cancellation/invoicing in Dubai.
- Handled all (ADF) vehicle leases in Dubai. Responded effectively to customer's requests for service maintenance of all vehicle leases.
- Handled twelve (12) drivers in coordination with the required job inside and outside the base.
- Arranged gate passes for suppliers who require access inside Al Minhad Base

Dollar Rent-A-CarLease Replacement Coordinator

Zabeel Building Karama, United Arab Emirates

November 29, 2007 to July 23, 2010

- Maintained excellent customer relations and developed customer rapport.
- Diplomatically resolved customer's complaints on as-needed basis. Managed to settle all disputes with less supervision.
- Accepted calls and schedules lease cars due for service/repair ☐
- Controlled all vehicle bookings in coordination with the Operations.
- Ensured that LCR are delivered to clients without delay.
- Coordinated with the concerned person in workshop for the vehicle status updates.
- Performed other related tasks that maybe assigned by my superior.

- Ensured proper driver's coordination in accordance with the car and customer requirements.
- Direct reporting to the Assistant Operations Manager for customer feedbacks and suggestion to establish good customer relationship.

TRAININGS AND WORKSHOP

FOOD QUALITY SEMINAR

Seven Seas Shipchandlers
May 21, 2013

FINANCE FOR NON-FINANCE EMPLOYEES

Seven Seas Shipchandlers
February 13, 2013

SHIPPING AND SUPPLY CHAIN MANAGEMENT

Seven Seas Shipchandlers
June 24, 2012

EDUCATION

Bachelor of Science Major in Banking & Finance

Far Eastern University

Manila, Philippines

Year, 1998