

# Floribelle L. Debulgado

English Teacher , Ambassador / Customer Service  
,Admin & Personal Assistant and Flight Attendant

Samutsakhon Technical College, Mahachai Road  
Samutsakhon Thailand,

Address : 305/4 Lilanut 19, Ekkamai 63 , Sukumvhit  
Bangkok, Thailand

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Experience : 12 years

Current : Ambassador /Admin Assistant  
KKH Hospital Women's and Children  
Bukit Timah Road, Singapore

Education : UNIVERSITY OF THE VISAYAS ,Cebu City, Philippines  
Bachelor's, of Science Computer Science (1994)  
Cora Doloroso Career Center  
Personal Development  
Cebu City, Philippines 1995

Nationality : Philippines

PR : Philippines

Desired Job : *Ambassador & Customer Service, Office & Administrative Support ,Import & Export ,Logistics and Teaching.*

## Key Capabilities and Working Calibre :

*Twelve (12) years of working experience in Customer Service, Office & Administrative Assistant, Import & Export ,Logistics and Teaching. Has proven good track records in initiatives and leadership In both fields. Active and dynamic and has a drive for excellence. With 12 years experience working in an International Companies in Dubai – UAE ,Singapore and Thailand both private and semi- government sectors.*

Special skill : *Knowledge in Arabic Speaking, Excellent in English Verbal and Written Communication*

## Experience :

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October 2017 – Present - English Teacher ( Conversation )  
Samutsakhon Technical College  
Mahachai Road Samutsakhon , Thailand

### Job Responsibilities :

- Teach Specialized English Conversation to College Students
- Create and Prepare Weekly Lesson Plan to the students.
- Helping College students to improve their speaking, listening and reading skills in English Language.
- Create Monthly Grading System for College Students.
- Monitoring and attendance of students and progress.



**May 2017 – September 2017 - English Teacher ( Conversation )**  
**Dipangkorn Wattiyapat Watbot School**  
**Bangkok , Thailand**

**Job Responsibilities :**

- Teach English Conversation to Elementary Students
- Planning ,preparing and delivering lessons to classes.
- Prepare Weekly Lesson Plan to the Students
- Assessing and continuously monitoring student progress.
- Encouraging students to actively participate throughout class.
- Helping pupils improve their listening , speaking , reading and writing skills via individual and group sessions.
- Participating in Staff meetings and extra- curricular activities.

**Aug 2013 – June 2016 - Ambassador ( Hospital )**  
**( 2 years and 10 months ) KKH Hospital Women's and Children**  
**Buket Timah Road, Singapore**

**Job Responsibilities :**

- Execute and achieve target expectations from the company.
- Ensure maximum patients satisfaction with the hospital facilities and services through co-ordination with the relevant service delivery.
- Maintain communications with the entire team.
- Coordinate with our team leaders or concerns other departments with their respective department heads.
- Taking menu orders to the patients by using PDA.
- Delivering good services to the patients in order to satisfy their needs.
- Perform any other responsibilities or projects assigned by the F & B Manager.
- Be responsive and attentive to the patient's queries and patience as well.
- Responsible for taking up menu and updated summary sheet for patient's information before serving the meals.
- Receives order and inquire patient's need and give suggestion for additional menu.
- Respond immediately to enquiries to the patients especially when it comes of meals request.
- Conduct post follow-up and encourage patients to order Al' Acarte menu for the day.
- To attend and respond to patients needs promptly and professionally.
- Any other duties as assigned.

**Achievements Awards:**

**Two (2) times Recognition Award for outstanding professional commitment and core values:**

- Given by : KKH hospital for Women's and Children Singapore.
- : Certificate and completion on course for Customer Service.
- : Certificate of Achievement for providing exceptional Service.
- : Certificate of Attendance for Coaching for improved performance.
- : Certificate given by: Singapore workforce skills and qualifications of Attainment for F B RM follows Safety and Hygiene policies and procedures.

**April 2007 – July 2013      - Personal Assistant to Regional Director**  
**( 6 years and 3 months )      Sedus Stoll Ag. , Dubai - UAE**

**Job Responsibilities :**

- Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Prepare responses to correspondence containing routine inquiries.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for the Director and other meetings.
- Attend meetings in order to record minutes.
- Coordinate and direct office services, such as records and expenses preparation.
- Meet with individuals, special interest groups and others on behalf of the Director.
- Manage and maintain Director Schedules.
- Appointments, meetings, travel arrangements, hotel bookings & telephone calls are coursed through my office for proper action, coordination & arrangement.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software.
- Set up and oversee administrative policies and procedures for offices and/or organizations.
- Communicates with our head office in Germany for some urgent matters related to our day-to-day operation.
- Preparing faxes, letters, quotations, inquiries, and other related administrative works.

**June 2006 – Feb. 2007      - Executive Secretary**  
**( 8 months )      Fantasia Trading LLC. , Dubai - UAE**

**Job Responsibilities :**

- Provide Secretarial and Sales support to Sales Team.
- Fixed meetings , appointments ,travel arrangements and hotel booking.
- Processed required documents necessary for importing products overseas.
- Coordinated with Sales team in business development for enhancement of Sales to increase profitability.
- Organized official needs of the Manager.
- Prepared agenda & minutes of the meeting.
- Handling import and export shipments.
- Oversee all incoming & outgoing transactions & communications.
- Preparing faxes, letters, quotations, inquiries, and other related administrative works.
- Arranging and updating of filing systems.
- Replying to all emails in behalf of the company.
- Appointments, meetings, travel arrangements, hotel bookings & telephone calls are coursed through my office for proper action, coordination & arrangement.
- Performed basic office administrative and/or staff support duties as required to meet specific operational objectives.

**Sept 2005 – May 2006                      - Personal Assistant to the General Manager**  
**( 8 months )                                      Shades Media Advertising Co. ( Paris Gallery ), Dubai - UAE**

**Job Responsibilities :**

- In-charge of the office of General Manager directly liaising with the GM in all company's transaction; interfacing with personnel at all levels to ensure smooth flow of operation.
- Oversee all incoming & outgoing transactions & communications. It has been inherent of the job that necessary recommendations & suggestions were necessity from me prior to any final decision & approval from GM.
- All confidential records have been under my custodianship. Sensitively handle confidential matters including disciplinary proceedings & privileged records.
- Responsible for all matters pertaining to records of employees like working permits, visas, licenses, registrations etc.
- Implement general office policies & procedures.
- Appointments, meetings, travel arrangements, hotel bookings & telephone calls are coursed through my office for proper action, coordination & arrangement.
- Assist in the design & production department in highly visible role by taking full supervision & control of all artworks while making possible the timely completion of the jobs as per set of schedules.
- Designated to take full supervision & control of media department ,which is basically the department that handles advertising contracts, bookings & display schedules.
- Coordinate with the sales team in formulating marketing strategies in line with the corporate policy to achieve set objectives.
- Prepare sales printed materials/presentations needed by the sales team in commercial marketing of media.

**Sept 2002 – May 2005                      - Sales & Marketing Assistant**  
**( 2 years 8 months )                                      Sanden Intercool Middle East Int'l . , Dubai - UAE**

**Job Responsibilities :**

- Handling **Import** and **Export** shipment.
- Communicates with our head office in Bangkok regarding some imports.
- Making **Commercial invoices** and **packing list** for all shipment that has to be delivered to the customers
- Understand the core activities of the different business units and refer any customer or partner inquiry to the right person.
- Confirm schedules of those requesting for an appointment with the MD.
- Manage the filing system for easy and fast retrieval.
- Assist in clerical works like typing and composes correspondence
- Logistics & Purchasing.
- Preparing Statements of Accounts and monthly reports.
- Follow up of all collectibles.
- Registering all the invoices for accounts payable and receivables.
- Prepares sales invoice and delivery receipt.
- Handles petty cash for the department.
- Communicates with our head office in Bangkok regarding some imports.

July 1999 – Sept 2001 - Flight Attendant  
( 2 years 3 months ) Emirates Airlines , Dubai - UAE

Job Responsibilities :

- Attend pre-flight briefings on details on Safety and Procedure of the passengers.
- Ensure that adequate supplies of refreshments and emergency equipment are on board.
- Assist in cleaning the cabin between flights.
- Demonstrate the use of Safety and Emergency Equipment.
- Ensure all passengers have seatbelts fastened and ensure other safety requirements are met.
- Serve, and sometimes sell, beverages, meals, or snacks.
- Take care of passenger’s needs, particularly those with special needs.
- Reassure passengers during flights, such as when the aircraft hits turbulence
- Administer first aid to passengers or coordinate first aid efforts, when needed.
- Direct passengers in case of emergency.

Education

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|------|--------------------------------------------------------|
| 1994 | University of the Visayas<br>Cebu City – Philippines   |
|      | Bachelor of Science in Computer Science                |
| 1995 | Cora Doloroso Career Center<br>Cebu City – Philippines |
|      | Personal Development                                   |

Skills

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| Advanced | MS Office 2010 /2013 , MS Word , MS Excel , MS PowerPoint , MS Access, Adobe Photoshop, Adobe Flash ,Outlook Express , E-mail Applications, Internet surfing, MS office 2007 -2010 , Lotus notes 6.5 |
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Additional Info

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| Expected Salary         |                       |
| Preferred Work Location | Anywhere in the world |

About Me

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|---------|---------------------------------------------------------------------|
| Gender  | Female                                                              |
| Address | 305/ 4 Lilanut Soi 19 , Ekkamai 63 , Sukhumvit<br>Bangkok, Thailand |