

# MADELEINE GOTANA



## CONTACT

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## EDUCATION

### **COMPUTER SYSTEM DESIGN & PROGRAMMING TECHNOLOGY**

Information & Industrial  
Institute Of Technology  
2004, Philippines

### **B.S. TOURISM – HRM**

Batangas State University  
2002, Philippines

## SKILLS

### Teamwork and Collaboration

Communication Skills  
Administrative Support  
Effective Multi-tasker  
Office Organization  
Project Support  
Positive Attitude

Computer Skills:  
Microsoft Office  
Maximo Software (Ver. 6.3)  
SAP Netweaver

## OBJECTIVE

A dedicated professional with more than eight years of experience in office management, executive support, and maintaining the utmost confidentiality. Poised to utilize exceptional office management and administrative skills in a fast-paced environment.

## EXPERIENCE

### **ADNOC REFINING – ABU DHABI, U.A.E.** (8 years of experience)

#### **SUPPLY CHAIN MANAGEMENT DIVISION: OFFICER, TECHNICAL** (September 2019 – May 2020)

- Responsible to support in handling all general technical and performance management requirements within SCMD based on the VP (SCMD) directives.
- Train and coach the four (4) UAE Nationals (Office Admin-I & Office Admin-IIs) with the duration of 1 to 2 years. Prepares EPEs engagement report to be submitted to Training & Development Division. Discuss the feedback with respective line/site managers to take corrective actions to close identified gaps.
- Supports the monitoring and reporting of employee's engagement within SCMD. Update and maintain the record of activities for the monthly reporting.
- Coordinates with HRD on all issues related to attendance, ESC etc. and maintains up-to-date records.
- Coordinates with Training & Development Division and prepares memo regarding Training program, Conference and Forums.
- Focal Point for the Secondees queries, assistance and other related matters.
- Prepares and tracks Mid-Year and Year-End Performance Report of the division to be submitted to VP (SCMD) in a weekly basis until due date.
- Coordinate and tracks survey completion status of the division.
- Maintain and updates Manuals/Procedures/Documents related to various departments in Document Management System for SCMD.
- Controls the division's central filing system, which includes strictly confidential matters.
- Coordinate and ensure timely submission of Reports from the respective department.
- Supports and engaged with the division's activities.

### **ADNOC REFINING**

#### **SUPPLY CHAIN MANAGEMENT DIVISION: OFFICE ADMIN – I**

(May 2012 – September 2019)

- Assist the Vice President with daily administrative duties and completes a broad variety of administrative task.
- Close coordination and responsible for distributing reports, official letters and documents within ADNOC Group of Companies.
- Responsible for managing appointments, meetings, and the conference room schedule.
- Custodian for clearing and updating the status of all pending memos using efficient Electronic Action Items to be submitted to Vice President at the end of the week.

# TRAININGS

## **ADNOC Refining e-Learning**

January – June 2019

## **Lateral Thinking**

12<sup>th</sup>– 13<sup>th</sup> December

## **Developing Self and Others**

30<sup>th</sup> September – 01<sup>st</sup> October 2018

## **Microsoft Excel 2010 Advance**

10<sup>th</sup>– 12<sup>th</sup> December 2017

## **Certified Admin & Office Management Program**

19<sup>th</sup> – 21<sup>st</sup> November 2017

## **First Aid**

27<sup>th</sup> – 28<sup>th</sup> September 2017

## **Developing Core Skills for Administrators & Secretaries**

8<sup>th</sup> – 10<sup>th</sup> September 2014

## **Effective Personal Assistant**

18<sup>th</sup> – 20<sup>th</sup> May 2014

## **Efficient Administration Skills**

27<sup>th</sup> – 29<sup>th</sup> April 2014

## **Time Management**

6<sup>th</sup> – 7<sup>th</sup> April 2014

## **Work Ethics**

2<sup>nd</sup> – 3<sup>rd</sup> April 2014

## **International Computer Driving License (ICDL) Accreditation**

Khwarizmi International College,  
Abu Dhabi

20<sup>th</sup> January – 27<sup>th</sup> February 2013

## **Office Management & Effective Administration Skills**

26<sup>th</sup> February – 01<sup>st</sup> March 2012

- Chair monthly Office Admin meeting with all office Admins - II within the Division in different sites through conference call.
- Issue weekly E-News and distributes within the division.
- Maintain general office files, including job files, product specifications and other files related to the company's operations.
- Delegate tasks to the concern department and/or Office Admin-II.
- Draft memo, fax and letter as directed.
- Perform other relevant duties when needed.
- Maintain confidentiality clause at all times.

## **ADNOC REFINING**

### **STRATEGIC STUDIES & BUSINESS DEVELOPMENT DEPT: OFFICE ADMIN – II**

*(November 2011 – May 2012)*

- Report directly to Department Manager.
- Answer the telephone in a professional manner and distribute telephone messages to department personnel as directed.
- Draft Minutes of Meeting for the Project Steering Committee Meeting. Distributes to all members after CEO approval.
- Ensure all outgoing/incoming documents are signed and stamped and distributed on time.
- Organize meetings schedules with all internal & external participants to provide them with necessary details.
- Maintain a filing system for all documents related to Department correspondence.
- Receive, sort and distribute all incoming mail: letters, memos, documents, circulars, AFU, electronic forms (ESC, Leave requests, Timesheets etc.)
- Arrange vehicle transportation for personnel when travelling to sites.
- Coordinate with the travel department for all hotel bookings, travel arrangements, and other services for the Department Manager and personnel.

## **PETRO MIDDLES EAST: ADMIN OFFICER – ABU DHABI, U.A.E.**

*(April 2011 – July 2011)*

- Responsible for all the administrative assistance for all the Principals and PME Group of Companies.
- Coordinate events and responsible for the distribution of compliments to the clients and principals.
- Custodian of CV's and scheduling interview etc.
- Prepare a draft memo as requested by the Management.
- In charge of updating the company website, company profile, organizational chart as required.
- Compile the necessary documents for international visa applications of PME staff and management.
- Responsible for the submission of the monthly attendance report to the management.
- Liable for the medical insurance company with regards to inquiries, medical claims/reimbursement etc.
- Responsible for arranging air ticket bookings, hotel reservations and courier services.
- Arrange collection of inquiries/orders/documents from customers/suppliers.
- Answer/forward phone calls and record messages.

## FORUM / WORKSHOP ATTENDED

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### **"Embracing the Spirit of Tolerance and Inclusion" Leadership Forum**

Venue: Ruwais, ADNOC Hall  
Date: 30<sup>th</sup> October 2019

### **"Unlock the Potential" Leadership Forum**

Venue: ADNOC Refining Research Centre  
Date: 14<sup>th</sup> May 2018

### **"Importance of Integrity in Workplace" SCD Leadership Forum**

Venue: ADNOC Refining Research Centre  
Date: 31<sup>st</sup> October 2017

### **One Day: Team Dynamics Workshop**

Venue: Eastern Mangroves Hotel, Abu Dhabi  
Date: 12<sup>th</sup> October 2015

## ACHIEVEMENTS

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Conduct a Presentation on the "Roles & Responsibilities" - The Business Knowledge Workshop (Office Admin Program)

Training and Coaching UAE National (Office Admin I & II) to become an efficient Office Admin.

Coordinator in the Team Building

2019 ADNOC Marathon Volunteer

First Aider & Fire Warden office floor

ADNOC Ramadan Box Drive Volunteer

ADNOC's Ramadan Campaign Volunteer

### **GEOLAB LIMITED, ABU DHABI, U.A.E.: ADMIN ASSISTANT**

*(December 2009 - March 2011)*

- Reported to the General Manager as his secretary.
- General administration duties including but not limited to employee's records and HR files, handling the General Manager's correspondence & memo's, handling outgoing courier/packages
- Ensure QA forms and procedures are followed and implemented in all HR and administration operations.
- Responsible for purchasing process for office and projects.
- In charge of incoming invoices and petty cash fund.
- Perform other related duties as required by the General Manager i.e. receptionist work.

### **MARLIN FURNITURE L.L.C. – ABU DHABI, U.A.E.: SALES ASSISTANT**

*(October 2008 till November 2009)*

- Arrange Tender Documents, Suppliers Registration, Furniture Catalogs, Invoicing, Delivery Dates and Delivery Orders from company to Project Site.
- In-charge of updating the company software (JD Edward-One World).
- Assists the Product Manager and Sales Staff in Quotations preparation and Correspondence etc.
- Perform clerical tasks, travel arrangements & appointments
- Receive, direct and take care of the clients visiting the showroom
- Attend telephone calls and inquiries.

### **TECHNOPARK HOTEL CORP. - PHILIPPINES: PURCHASING ASSISTANT**

*(January 2008 till May 2008)*

- Responsible for purchasing process including requesting quotations, reviewing of items, issuing purchase orders and receiving the materials.
- Performing vendor research and selection to enhance profitability, reducing operating costs and boosting efficiency.
- Handle various invoicing and general clerical works.

### **SUPREME LODGE & GUEST HOUSE - PHILIPPINES: ADMINISTRATION STAFF**

*(January 2006 till September 2007)*

- Professionally and accurately handling all incoming and outgoing calls.
- Greet all incoming customers in a professional and friendly manner.
- Correctly distribute various items as requested.
- Accurately organize files and deal with filling as needed.
- Handles various invoicing correctly and accurately.
- Conducts self in a professional manner at all times.
- Assist all calendar bookings and reservations.
- Make sure all operations are smoothly flowing when it regards to customer relations and coordination.

# REFERENCE

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Available upon request.

## **TOUGH GUYS GUN CLUB & SHOOTING RANGE – PHILIPPINES: CUSTOMER RELATIONS** *(July 2004 till March 2005)*

- Entertain walk-in customers and club members
- Attend customer complaints and inquiries
- Coordinate with tourist guides regarding foreign packages, and with agency representatives for security training packages.
- Organize all incoming memos and fax messages as well as telephone calls
- In charge of the documentation, permits, memberships, and the general management filing system
- In charge of monthly reports of customer inactivity, monthly sales, and gun safety seminar reports.
- Responsible for checking deliveries and inventories of guns and hunting products.

## **PHILIPPINES MAKRO, INC. – PHILIPPINES: CUSTOMER RELATION** *(May 2003 till 08 October 2003)*

- Interact with customers to know their requirements and needs.
- Responsible preparing Daily Activity Reports, Monthly Reports, Registration Forms, and monitoring gate passes.
- Resolve conflicting and complex issues relating to customer services.
- Maintain and manage files and data base.
- Provide excellent customer satisfaction.