



Charmae Gallardo

A highly organized and detail-oriented professional with solid experience in Public Relations Officer (PRO) services, administration, and human resources. Skilled in handling government transactions, visa processing, labor and immigration procedures, and maintaining compliance with UAE regulations. Proven ability to manage office operations, support HR functions, and coordinate effectively with government authorities and internal teams. Committed to delivering efficient service, maintaining confidentiality, and ensuring smooth day-to-day business operations.

CONTACT

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PERSONAL INFORMATION

Nationality: Filipino
Marital Status: Single

EDUCATION

Bachelor's Degree - Accounting Technology

University of Mindanao, Philippines
Graduated Year 2012

CHARACTER REFERENCE

Azarnoosh Rasti
Managing Director
Y&Y Group

For further details regarding my experience and credentials, please feel to scan this QR code:



alternatively, you may
click on [link](#)

WORK EXPERIENCE

PRO/HR/ Admin Manager | Y&Y Group

June 2023 - Present | Al Wasl, Dubai, United Arab Emirates

- Process and review applications for work permits, residence visas, and renewals, ensuring complete documentation.
- Submit and follow up applications with government departments and monitor progress until completion.
- Coordinate with government authorities for trade license renewals, permits, leases, and registrations.
- Maintain records and weekly progress reports of documents processed through government departments.
- Act as liaison between HR and employees on MOHRE-related matters and provide guidance on policies and procedures.
- Provide administrative and HR support to the CEO and assist in implementing HR initiatives and systems.
- Maintain and update employee records and HR databases, including leave, attendance, and disciplinary records.
- Manage payroll preparation and processing while ensuring accurate documentation.
- Support recruitment, onboarding, and employee training programs.
- Coordinate schedules, manage communications, answer inquiries, and prepare reports for senior management.
- Ensure compliance with employment laws, company policies, and HR procedures.

Secretary/HR/PRO | Electrical Energy Efficiency FZE

Dec 2021 - May 2023 | Dubai Silicon Oasis

- Provide high-level administrative support to executives, including managing schedules, meetings, and travel arrangements.
- Collect and organize data from emails, correspondence, and documents, and prepare summaries and reports as required.
- Conduct research to support projects, inquiries, and business initiatives.
- Prepare meeting agendas, coordinate conferences, and record and distribute meeting minutes.
- Respond to administrative and HR-related inquiries from internal and external stakeholders.
- Maintain and update employee records and HR databases, ensuring compliance with employment requirements.
- Coordinate with departments regarding payroll, benefits, and personnel matters.

- Support the recruitment process, including sourcing candidates, background checks, shortlisting, and preparing employment contracts.
- Assist supervisors with performance management procedures.
- Organize HR activities including interviews, training sessions, seminars, and onboarding programs.
- Prepare and submit reports on HR activities and employee records.
- Plan and improve administrative procedures to enhance operational efficiency.
- Ensure effective communication and information flow within the organization.
- Oversee facility services, maintenance, and external service providers.

Branch In-Charge | Al Ghurair Exchange

Oct 2016 - Nov 2021 | Dubai, United Arab Emirates

- Monitor branch accounting operations, including cheque clearance and timely transaction releases.
- Handle WPS registration and salary processing through the Wage Protection System.
- Prepare employee performance reports and track target achievements.
- Provide product and service information while supporting customer relationship development and business growth.
- Manage branch cash and security documents, ensuring accurate reconciliation and cash balance.
- Assess customer needs, address inquiries, collect feedback, and resolve complaints to ensure customer satisfaction.
- Supervise and support branch staff in daily operations.
- Monitor branch performance and prepare activity reports for management.
- Process remittance transactions and foreign currency exchanges while ensuring accuracy and compliance.

Customer Service/Cashier | Al Maya Group of Companies

September 2014-September 2016 | Dubai, UAE

- Assist customers with inquiries and provide prompt support to address their needs.
- Receive payments, issue receipts, and process cash, credit, and debit card transactions, including check validation.
- Maintain accurate records by reporting and recording daily transactions.
- Recommend process improvements to enhance operational efficiency and customer service.

Finance Staff | Davao Del Norte Electric Cooperative

Aug 2012 -Jun 2014 | Tagum City, Davao del Norte

- Prepare and ensure accurate company financial reports.
- Record expenses and revenues, process bill payments, and manage customer billing.
- Maintain the general ledger and perform monthly bank reconciliations.
- Assist in preparing sales and inventory records.
- Analyze and forecast expenses to support budget planning.
- Maintain detailed records of incoming and outgoing consignments.

Customer Service/Teller (OJT) | Philippine National Bank

August 2011 -April 2012 | Panabo City, Philippines

- Receive cash and checks for deposits, verify amounts, and ensure the accuracy of deposit slips.
- Process check encashments and release funds after verifying signatures, account balances, and document authenticity.
- Examine checks for proper endorsements and validate details such as dates, bank information, and recipient identification.
- Balance cash drawers at the end of each shift and reconcile daily transactions.
- Count and verify currency, coins, and checks manually or using a currency-counting machine.

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