



Roselda Brizuela

SECRETARY / HR ADMIN / PORT SHIP AGENT

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Professional Summary

Versatile and highly organized professional with combined experience in Human Resources Administration and Port Ship Agency operations. Demonstrated ability to manage end-to-end administrative functions, including personnel records, recruitment support, and compliance in HR, alongside vessel documentation, port coordination, and stakeholder communication in maritime logistics. Adept at handling time-sensitive tasks, maintaining accurate records, and working under pressure in fast-paced environments. Brings strong interpersonal skills, attention to detail, and a service-oriented mindset to both internal teams and external partners. Committed to supporting operational efficiency, regulatory compliance, and a high standard of administrative support across departments.

KEY SKILLS

- Customer service
- Compassionate care
- Verbal and written communication skills
- Time Management and Multitasking
- Staff Coordination and Scheduling
- HR Documentation and Filing
- Recruitment Support and Onboarding
- Confidentiality and Data Handling
- Microsoft Office Suite (Word, Excel, Outlook)
- Attendance Tracking
- Workplace Safety and Compliance
- Vessel documentation & clearance procedures
- Port scheduling and vessel coordination
- Customs & immigration compliance
- Disbursement account (D/A) preparation
- Communication with shipowners and crew
- Data entry & document accuracy
- Port software & community systems
- Multitasking & time management
- Stakeholder coordination
- Emergency and operational support

ACHIEVEMENTS

- School Achievers
- Professional Caregiver- Class Top 1
- Top 6 Sales Performer
- Employee of the month

WORK EXPERIENCE

SECRETARY cum HRADMIN - June 2023 - Present Faisal Sharaf Construction & Real Estate Co. W.L.L

- Strong background in HR administration, executive support, and office management.
- Skilled in recruitment, employee record management, and confidential document handling.
- Skilled in managing Attendance & Leave Management
- Experienced in maintaining visa processes and Insurance Management (Medical, Property, Vehicle)
- Improved internal communication and office workflow through policy development and reporting.
- Successfully managed property listings and client accounts on Airbnb and Booking platforms.
- Experienced in preparing necessary documents of title deed registration and transferring EWA accounts.

ADMINISTRATIVE - PORT SHIP AGENT - April 2022 - 2023 World Seas Shipping Services W.L.L - Hidd, Bahrain

- Skilled in administrative support, international logistics coordination, and business development.
- Experienced in managing RFQs, customs clearance, and logistics enquiry
- Enhanced supply chain efficiency, streamlining processes for procurement and material management.
- Successfully managed crew changes, hotel bookings, visa applications, and port access documentation.
- Strengthened client relationships through excellent communication, service delivery, and problem-solving.
- Supported executive operations, maintained confidentiality, and improved internal document management.
- Contributed to expanding business opportunities and optimizing resource procurement activities.
- Experienced in managing government calls globally and assisting cruise ship calls locally.
- Experienced in coordinating with ships agent, masters, and principal queries.
- Committed to maintaining high standards of crew welfare, safety, and performance.
- Effective communicator with strong multitasking, coordination, and time management abilities.

EDUCATION

CERTIFIED PROFESSIONAL CAREGIVER - 01/2024
Filipino Institute - Hooraa, Bahrain

BS COMPUTER SCIENCE - 01/2009
Computer Communication Development Institute - IRIGA CITY, Philippines

CERTIFICATES

Certificate of Completion
Professional Caregiver - Cox No. 01325-130077-130007-111-41
January 19, 2024

Certificate of Completion - Basic Live Support (BLS) HCP - CPR (Adult / Child / Infant / Choking)
National CPR Foundation - ID#:A2E8313A
February 24, 2025

Certificate of Attendance - Basic Live Support (BLS) 4 CME Hours
NHRA Accreditation Code : 24-21
C1.7-HC OC-NHRA-BH - 19th January 2024

Internship - Royal Bahrain Hospital
March 2025

PASSION

Elderly Empowerment

- Committed to empowering the elderly through personalized care and innovative supportive activities.

Community Service

- Engaging in community outreach programs to support underprivileged senior citizens in the local area.

Culinary Arts

- Exploring culinary arts to integrate nutritious and enjoyable meals into senior care plans.

PERSONAL INFO

SRN No. : 9008160146
PASSPORT NO: P5930524B
DRIVING LICENSE No. : 900840269
NATIONALITY: FILIPINO

REFERENCE

Available upon requests.

WORK EXPERIENCE

SALES EXECUTIVE - Apr 2019 - Mar 2022
Yateem Optician - Manama, Bahrain

- Fulfilled prescription eyewear and sunglasses orders promptly.
- Managed workshop and office maintenance tasks.
- Prepared and issued daily sales, collection, and stock reports.
- Developed efficient sales procedures to improve customer service.
- Cultivated strong client relationships, boosting sales revenue.
- Demonstrated reliability, problem-solving skills, and enthusiasm.

CUSTOMER SERVICE REPRESENTATIVE
Oct 2018 - Feb 2019 - Sutherland Philippines

- Managed global customer inquiries and resolved issues efficiently.
- Handled escalations and complaints with professionalism and empathy.
- Promoted subscriptions and supported account maintenance.
- Assisted customers with website navigation and online orders.
- Strengthened client relationships through active listening and quick support.
- Conduct outbound calls to existing and prospective customers to promote services and increase sales.
- Handle retention efforts by addressing customer concerns and providing personalized solutions to reduce cancellations.
- Consistently achieve or exceed sales and retention targets in a fast-paced, quota-driven environment.
- Upsell and cross-sell products by identifying customer needs and presenting relevant offers.
- Maintain detailed and accurate records of customer interactions using CRM tools.
- Collaborate with internal teams to resolve complex issues and ensure high levels of customer satisfaction.

Sales Executive / Branch Manager April 2016 - August 2018
Ammar Optician - Budaiya, Bahrain

- Led branch operations and optical sales, delivering outstanding customer service and consistently exceeding sales targets.
- Managed staff performance, inventory control, and daily reporting to ensure operational excellence.
- Advised customers on eye wear solutions, boosting client satisfaction and driving repeat business.
- Implemented sales strategies that significantly increased branch revenue and market presence.
- Maintained high standards of store maintenance, workshop management, and administrative efficiency.