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| **Personal Data**   |  |  | | --- | --- | |  |  | | Age  Date of birth | 27  23-05-1988 | 4-01-1984 | | Sex | Female | | Nationality | Filipino | | Marital Status | Single | | Availability | Immediate | | Visa Status  Religion | Transferable  Christian | | Place of Birth | Philippines | |  |  | | **OBJECTIVE**  To utilize my skills, abilities and knowledge in the challenging career, this will be mutually benefiting to the company and myself.  **STRENGHTS**  Dynamic, Presentable, Self-motivated, excellent Communication, Organization and Leadership skills.    **ACADEMIC**   * Elementary-MADUCAYAN ELEMENTARY SCHOOL(Class of 1999-Graduate) * High School-Dinapigue National High School ( Class of 2004-Graduate) * College- Mountain Province State Polytechnic College (Class of 2009-Graduate)   -Bachelor of Science in Commerce-Major in Management    **ADDITIONAL QUALIFICATIONS**   * Fully conversant in Microsoft Office packages including Word, Excel, Outlook and Power point. * Attended a number of Seminars and Training Courses as follows –  1. On-the Job Training-MPSPC-CAS Bontoc,Mountain Province-June 2009 2. Modern Office and Technology Procedures   -Kidlaa Hotel,Bontoc Mountain Province-May 2009  3. Call Center Training Agent  -Xijen Institute of Colleges,Bontoc Mountain Province-April 2010  **SKILLS**   * Fluent in English, knows basic Arabic. * Ability in Self Correspondence. * Outstanding Interpersonal Skill. * Dynamic Personality. * Extremely committed and motivated. * Ability to perform works requiring medium heavy physical efforts. * Ability to interpret and follow simple oral and written instructions. * Can efficiently work in computerized environment. * Conversant in Internet and e-mail. * Good Telephone Skills. |

EXPERIENCE SUMMARY

CLIENT SERVICES CLERK

Sunshine Travel and Tours (Hotels Division)

Abu Dhabi National Hotels M.E.LLC, Abu Dhabi UAE

Jan. 2013 to Present

MAIN ACCOUNTABLITIES/DUTIES:

* Receive and enter tour operators’ and customers’ tour and travel booking into the computer to communicate the information to service providing companies.
* Responsible for bookings confirmations to operators/customers via fax or phone.
* Answers all call that come through the customer service line.
* Responsible for entering and maintaining customer database-Go Concierge.
* Assure that customer needs and problems are studied and resolved.
* Deal with complaints.
* Conduct tours according to monthly activity report.
* Sell additional tours & safaris, tickets, and any excursions concerning to the operational activity.
* Dealing with rental car services though Al Ghazal Company.
* Guide tour according to SST Tour manual.
* Issue tour report after each tour conducted on a regular basis and handover to Operations Manager.
* Introduce the company’s services to the clients.
* Suggest new itineraries to the management.
* Brief Operation Manager about changed/new about places of interest and sights.
* Prepare for groups according to group checklist.
* Dealing with occurring travel problems, complaints or refunds.
* Follow duty schedule according to monthly activity report.

WAITRESS/CASHIER

Marina Mall Food Court (Abu Dhabi National Hotel Compass M.E.LLC UAE)

May 2011-December 25, 2012

MAIN ACCOUNTABLITIES/DUTIES:

* Welcoming each guest with a great smile.
* Taking their Food and Beverage orders.
* Receive payments and present change to customers using Micros POS system.
* Pack food items, make coffee, and fill beverage cups
* Function as the hostess of the restaurant.
* Supervising the operations to ensure smooth functioning of the restaurant.
* Investigate and resolve food/beverage quality and service complaints.
* Ensuring customer satisfaction and repeat business.
* Getting feedback from each guest.
* Manage the register, including all credit card and cash operations and ensures a balance of the register at the end of working period.

FRONT OFFICE ASSISTANT

Prime Capital Hotel Bontoc, Mountain Province

Philippines

Oct 2009-April 2011

MAIN ACCOUNTABLITIES/DUTIES:

* Booking reservations and attending the Incoming calls.
* Providing proper Information about the Local Tourist spots.
* Keeping all the records filing and completion of tasks assigned by Superiors.
* Drive all duties related with guest servicing.
* Maintaining good guest relations and ensure swift handling of their requests.
* Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
* File room keys
* Thoroughly understand and adheres to proper credit, check-cashing, and cash handling policies and procedures.
* Reports any unusual occurrences or request to the manager or assistance manager.

**LANGUAGES KNOWN**

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* **English**
* **Filipino**
* **Basic Arabic**



**Gulfjobseeker.com CV No:** **1512210**