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Well presented with exceptional customer service skills, and the ability to provide an effective communication skills. Experienced in working under pressure in a quick paced fast busy environment and able to receive guests on arrival in a friendly, helpful and approachable manner.

**Professional Experiences:**

**Supervisor/Receptionist**

Crèche Out

Wafi Pyramid (August 2014-November 2015)

**Receptionist**

Crèche out

Mirdif City Centre (April 2013-July 2014)

* Answering all incoming calls/emails and re-routing them to relevant parties
* Meeting and greeting visitors ensuring they are signed in and inducted
* General administration duties, photocopying, filing etc.
* Dealing with any enquiries at the reception
* Respond to customers complaints and resolve their issue
* Opening and closing procedures to be carried out
* Collect cash float and to make sure registered into internal system
* Receives cash payment and card payments
* Ensure end of the day sales corresponds into internal system
* Ensure Opening and closing procedures are carried out
* Maintains security by following procedures and monitoring logbook
* Maintains safe and clean reception area by complying with procedures, rules and regulations.
* Ensure knowledge of staff movements in and out of organization
* Maintains continuity among work teams by documenting and communicating actions, irregularities and continuing needs.
* Contributes to team effort by accomplishing related results as needed.
* Working knowledge of the relevant industry and business operation

**Sales Clerk**

SM Mall Philippines (Jan.2009-August 2009)

**Direct Selling**

Avon Product Philippines 2007-2008

**Overall 6 years working in Dubai**

**Qualifications:**

* Strong verbal and written communication skills
* Strong Leadership and decision making skills
* Personal impact/Confidence and interpersonal sensitivity
* Initiative and Self motivation skills
* Planning and organizing skills
* Ability to evaluate tasks and suggest improvements
* Customer focused
* Computer knowledge

**Trainings Attended:**

* Supervisory Management Skills Level 1 (Wafi Pyramid ,March 2015)
* Turning Complaints into Compliments ( Wafi Pyramid October 2014)
* HABC Level 2 Award in Cardiopulmonary Resuscitation and Automated External Defibrillation (QCF) HSS Health and Safety solutions (April 2015-April 2018)
* In House Child Care Training Course Crèche Out

Mall of the Emirates, , UAE, March 2013

* In House Crèche Out Health and Safety Training
* In House Crèche Out Customer Service Training

**Education:**

* Notre Dame University of Philippine 2nd year Undergraduate Bachelor of Science and Nursing (2003-2005)

**Personal Data**:

* Date of Birth: August 13, 1986
* Language : English, Basic Arabic , Tagalog

**Interest:**

* Swimming, Cooking , Listening Music , Dancing , Singing

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