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Gulfjobseeker.com CV No:1570176

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* A competent and highly organized professional who is able to work as part of a multi-cultural team and manage several priorities with experience in a variety of responsible technical and administrative duties
* Acquired highly developed sets of skills, demonstrating constant interest in learning and specializing in HR related fields.
* 10 years of proven track record of consistent growth and achievement in the international hospitality sector. Successful in inspiring multi-cultural teams towards high-performance and client orientation with full responsibility for front and middle-office business units.
* Interested in a challenging multi-dimensional position that utilizes my core competencies as well as my significant hands-on experiences and ability to multi-tasking for the progress of a leading organization
* Possesses a positive attitude, strong work ethic and a keen desire to learn and grow within a firm.
* Excellent ability to learn departmental operating procedures and to adapt new work environments.
* Ability to handle sensitive, confidential, and interpersonal matters adequately.
* Excellent organizational and time management skills and the strong ability to solve problems

**Personal Information**

**Date of Birth:**

July 8, 1982

**Languages:**

Tagalog (Native)

English (Fluent)

Spanish (Basic)

**IT Skills:**

Microsoft Office, Fidelio, Marsha, Micros, Espresso, Lotus SmartSuite, IFCA, OPERA 4 and 5, Citrix, FMC, HTML Core,HRMS

**Educational Background:**

Associate in Computer Technology

National College of Science and Technology, Philippines

## PROFESSIONAL EXPERIENCE

**Human Resource Management Administrative Assistant**

August 2013 up to present

**PETRONAS Carigali Iraq Ltd.**, DIFC, UAE

* Performed in the areas of employment recruitment, workers compensation, benefits administration, classification and compensation, employee relations, and liability claims
* Providing administrative support to the HR team including organization of their schedule, booking meetings, catering and travel arrangements
* Conducting induction presentations for new employees to the organization by providing orientation and explaining company personnel policies, benefits, and procedures.
* Maintaining employee information by entering and updating employment and status-change data; maintaining strict confidentiality regarding all human resource related information
* Contributing to team effort by accomplishing related results as needed.
* Establishing and maintaining computer records, including recruitment files and tests, general files and other information on sick leave, payroll, vacation pay, attendance cards, and hourly time records; maintaining confidential employee information and records.
* Assisting employees with routine personnel related questions as the first point of contact for employee related issues.
* In charge in the mobilization and demobilization of staffs.

**GUEST RELATIONS EXECUTIVE**

March 2012 to August 2013

**Majestic Hotel**, UAE

* Serving as Duty Manager on rotation.
* Handling guest requests, complaints and concerns in an efficient and timely manner.
* Ensuring smooth and efficient check-ins and check-outs especially for VIP guests.
* Coordinating and multi-tasking job duties in a busy environment.
* Ensuring and providing detailed information regarding arrivals and room requirements.
* Allocating rooms to all arriving guests –acting as rooms’ controller.
* Maintaining up-to date information on room rates, current promotions, offers and packages
* Performing basic cashier activities as and when required.

**FRONT OFFICE SUPERVISOR | Citymax Hotel Bur Dubai**

Dubai, UAE | April 2011 to February 2012

**GUEST RELATIONS OFFICER | Anantara Resort and Spa**

Maldives |December 2009 to February 2011

**FRONT OFFICE ASSOCIATE** **| Marriott Hotel**

Doha, Qatar | April 2007 to September 2009

## SALES & MARKETING EXECUTIVE | The Legend Hotel

## Philippines | November 2006 to March 2007

**SENIOR ACCOUNT / BUSINESS DEVELOPMENT EXECUTIVE | Nurture Wellness Village**  Philippines |February 2002 – September 2006

**Seminars Attended**

**Majestic Hotel**

* Train the Trainer

**Marriott Hotel**

**Doha, Qatar**

* Bob Brown Customer Service Training
* Passport to Success Level 1 – 3
* Spirit to Serve

**Petronas Carigali Iraq Ltd.**

* Kidnap Crisis Management Training
* Shine Brighter

**The Legend Hotel, Philippines**

* Sales & Marketing Training

**Nurture Tropical Spa**

* Leadership Training Program / Train the Trainer
* Total Management Control