** Mercy**

** **International City Dubai, U.A.E.**

** +971505891826**

 mercy.266762@2freemail.com

**Job Seeking**

* Office Clerk, Receptionist, Sales Executive, Cashier, Service crew

 **Career Objectives**

* To apply for a position that will enhance my qualifications, knowledge and skills thereby providing an opportunity to attain growth and prove myself worthy to the company’s principle and objectives

 **Profile/Skills**

* Good interpersonal and communication skills, highly proficient in dealing with frontline task and responsibilities, Superior customer service experience, Telephone Skill and Proficient in MS Office, Microsoft Word, Excel and Power Point.

 **Certificates Awarded**

* Best Registration Center(Month of March 2016)
* Best Registration Center(Month of October2016)
* Best Registration Center (Month of November 2016)

**Employment Record**

***Al Ahli Driving Centre Dubai U.AE (up to Present)***

***(July2015): Archive Clerk, Receptionist General***

***Main Responsibilities:***

 Being as a front office representative, I was responsible for providing secretarial, clerical and administrative support in order to ensure that municipal services are provided in an effective and efficient manner. Serves visitors by greeting, welcoming, and directing them appropriately; notifies company personnel of visitor arrival; maintains security and telecommunications system.

* Responsible in maintaining good and clean working environment.
* Assures that quality services are being provided by frequently asking customer’s feedback in regards with our overall services.
* Attend customer complaints and generate a solution to the problem.
* Provides correct and accurate information to the customers.
* Responsible with the documents checking, registration, payments and booking arrangements of the students.
* Assist the Sales and Development Manager by making reports that are necessaries in maintaining high standard of services and documentations to maintain ISO certification.
* Conduct a monthly market research to keep awareness on our competitor

***Nestle Toll House Dubai U.A.E***

***(January 2014-May 2015): Restaurant Crew, Waitress, Barista, Cashier***

***Main Responsibilities:***

* Responsible for providing courteous and efficient food and beverage services to the guests.
* To present menu, take order, suggest and recommend appropriately.
* To attend and respond to guests’ needs promptly and professionally.
* To present bills to diners, collect payment and give to the cashier, return change or credit card to diners.
* To perform general housekeeping and cleaning duties, including sweeping, mopping, cleaning glasses, furniture & fittings, laying of tables and up-keeping of rest room etc.
any other appropriate duties and responsibilities as assigned

***CORE Trading LLC – Philippines***

***(May 2012 - May 2013): Receptionist***

***Main Responsibilities:***

* Assists the company directors, management and team with general administration
* Assists in the implementation of day-to-day requirements of the organization
* Prepares confidential correspondence, reports, and memorandum
* Maintains records, filing systems and computer files of invoices, purchase order, suppliers,
* Sends enquiries, ordering and coordinates with the suppliers and subcontractors
* Check company email and fax and send to designated person
* Accurately perform typing, computer data entry, word processing, copying
* Management of health insurance enrollment, termination and escalated employee claims
* Processing
* Maintain attendance of employees
* Answers incomings calls and direct calls correctly

***Levis- Philippines***

***(January 2007 - March 2008): Sales Representative***

***Main Responsibilities***:

* Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
* Maintaining the daily sales target
* Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
* Focuses sales efforts by studying existing and potential volume of dealers.
* Submits orders by referring to price lists and product literature.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

**Education**

* Bachelor of Science in Education(SY 2009-2012)

University of Manila, Manila Philippines

**Language / Other Skills**

* Filipino –native speaker
* English - advance level
* Date of Birth : 09th January 1990
* Religion : Roman Catholic
* Computer literate, proficient in Microsoft Office, Internet Explorer
* Also familiar in using fax, photocopying machines, and other office equipment’s.

**Personal Profile**

* Nationality : Filipino
* Civil Status :Single

**References**

*I hereby certify that the above information is true and correct to the best of my knowledge and understanding*