**First Name of Application CV No 1621158**

Whatsapp Mobile: +971504753686



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**Objective**

*Competent front desk professional looking for a position in your company. Demonstrated expertise in handling scheduling and appointment handling duties, along with ensuring that visitors and customers are provided with the best in first contact services.*

**Office Skills**

* Telephone & Front Desk Reception
* Customer Service
* Filing
* Database & Records Management
* Reports & Spreadsheets
* Complaint Handling
* Data Entry (75 WPM)

**Computer Skills**

* **Word**
* **Excel**
* **PowerPoint**
* **Outlook**
* **Windows Vista/XP**

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**Professional Experience**

**BEST WAY LAUNDRY (Diera, Dubai UAE) Receptionist/ Customer service**

**2014-2016**

* Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
* Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
* Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

**EXTREME HARDDRIVE INTERNET CAFÉ & BUSINESS CENTER (General Santos City, Philippines) RECEPTIONIST/ CASHIER/**

**2009-2011**

* Assist customers when they have trouble or questions using computer softwares as Microsoft Office, Adobe softwares and all softwares that are being used in the cyber café.
* Provide services such as encoding, printing, downloading and all other operations provided by the café.
* Keep accurate records of logs and inventories of the shop.
* Time customers of the number of minutes or hours they will use the computer or internet.

**Education**

* **2002 – 2006** High School Diploma

Fatima High School

Barangay Uhaw, GenSan City, Phils

* **2010 – 2011** College Level

Bachelor Science of Business Administration Major in Accountancy

GFI

Daproza Ave. Claro M. Recto, General Santos City, South Cotabato, Philippines

**Interest**

**Societies and Clubs:**

*Member and Youth Vice President in Crusaders Youth in Christian community.*

**Music:**

Song Leader in a congregation in a Christian Church.