**First Name of Application CV No 1623258**

Whatsapp Mobile: +971504753686



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**WORK EXPERIENCE**

**Receptionist December 2015**

**Emirates Golf Club**

* Manage Front Office: greets and assists members and guests.
* Respond to Guest Inquiry about the company and its product/services; assisting visitors to their destinations. Including phone calls.
* Coordinate the execution of Events/Function
* Process payments for Membership and Events/Function
* Performing Data Entry tasks
* Acts as back up of Membership Desk.
* Keeps updated on the system operation and procedures.
* Maintain Records as per Records Management Policy.
* Other duties as assigned by the management.

**Command Center Associate October 2012 – September 2015**

**Convergys Philippines Services Corporation**

**Productivity Assurance Coordinator** **May 2008 – September 2011**

**Stream Global Services Inc.**

**Workforce Analyst**  **September 2005 – April 2008**

**Advanced Contact Solutions Inc.**

* **4 Major Roles:** **Forecasting; Scheduling; Intraday Management & Call Routing**
* Create and revise agent schedules;
* Balance of business needs (client, customer commitments), employee satisfaction and time optimization to allow efficiency and agent development),
* Open Consultation Opportunities to improve schedule alignment outside the current process.
* Create statistically based predictions of resource availability (supply) against business need (demand).
* Provide long and short term forecasts for existing or new businesses.
* Review forecast performance with Client Services regularly; consult as needed to support SOW, drive profitability, bonus/penalty callouts.
* Manage, lead staff planning (ramp up/down) with program leadership team – aka Capacity Planning.
* Monitoring call trends, update staffing allocation to meet service commitments, communicate with Operations to act based on performance, identify schedule adherence risks to performance, all in REAL TIME.
* Decision Making with Offline, Overtime and/or Time Off.
* Identifying factors that may cause deviations from the Forecasting and Scheduling day plan, and provide directions to Operations on how to manage these factors in order to be as close as possible to the plan.

**SAN BEDA COLLEGE - Alabang**

Bachelor of Arts

International Studies - Tourism

2000 - 2004

* Multi-tasking ability
* Problem solving & active
* Time management ability
* Customer-Oriented Philosophy
* Flexibility/adaptability
* Fast Learner
* Teamwork Skills
* Works in minimum supervision
* Independent
* Sensible in cash handling
* Proficient in SAP software
* Proficient in Concept Retail POS
* Proficient in Micros
* Proficient in Computer & Software skills: MS applications

**EDUCATION**

**SKILLS**

**CORE STRENGTHS**