**First Name of Application CV No 1649946**

Whatsapp Mobile: +971504753686



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***Desired Position: Customer Service***

***Career Objective:*** *To obtain a position where I can better assist guest with a knowledgeable helping hand accompanied by a warm friendly smile resulting experience which will be recommended by others.*

***Education:***

* *Completed College from Philippine Women`s College year 2012*
* *Completed High Scholl from Mati National Comprehensive High School year 2006*
* *Completed Primary School from Tamisan Mati Davao Oriental year 1996*

***WORK EXPERIENCE***

***(Banco De Oro,Philippines)***

***Client Service Associate***

 ***November 2015-February 2016***

 ***Job Responsibilities:***

* *Cash Deposits Transaction*
* *Cash Withdrawal Transaction*
* *Peso/Dollar Transaction*
* *Responsible for providing accurate,efficient processing over the counter transaction and other miscellaneous transactions.*
* *Answering questions in person or on telephone, referring to other bank services.*
* *Help customer fill out deposit slip and withdrawal slips.*
* *Open accounts including savings and checking*
* *Validate the deposit slip and stamp it by machine.*
* *Check for photo identification and signature.*
* *Process routine account transactions.*
* *Count cash at the beginning and end of the shift*
* *Balancing cash and checks in cash drawer at the end of each shift.*

***(Kar Asia, Inc. Mitsubishi Motors,Philippines)***

***Customer Relation Officer***

 ***September 2014-October 2015***

 ***Job Responsibilities:***

* *Customer Service*
* *Preparing monthly report*
* *Incharge for billing for car maintenance and repairs*
* *Suggest solutions of the product malfunctions*
* *Handles customer queries*
* *Booking Appointments for the clients*

***(Wally Facial Essence Beauty Center,Philippines)***

***Receptionist/Supervisor Staff***

***December 2012***

***Job Responsibilities:***

* *Daily sales in-charge*
* *Cashiering*
* *Take telephone calls and respond to inquiries put forth by callers*
* *Schedule appointments and ensure that any cancellations or readjustments are taken care of.*
* *Take and record clients contact information*
* *Maintaining knowledge of the beauty products for the clients inquiries*
* *Promoting beauty products*
* *Welcome clients as they arrive and provide them with required information.*

***(El Bajada Hotel,Philippines)***

***Front Office Staff***

***December 2011-June 2012***

***Job Responsibilities:***

* *Local and International rooms reservation*
* *In-charge all in-house and outside guests transactions*
* *Billings/ company rate/S.O.A*
* *Ensure all incoming calls with courtesy and ensure efficient resolution of all guest inquiries for various hotel services and operations.*
* *Assist to book and block all rooms according to required standards and manage all special reservations and monitor all reservations.*
* *Choosing rooms and handing out keys*
* *Preparing bills and taking out payments.*

***(Ares Travel and Tours Incorporated,Philippines)***

***Ticketing Staff/ Reservation OJT Trainee***

***April 2011 -June 2011***

***Job Responsibilities:***

* *Local flight bookings with the use of abacus and Amadeus system*
* *Online reservation/Customer service*
* *Communicates reservation to the front desk*
* *Processes cancellations and modifications promptly relays this information to the front desk.*

***(Dasarang Travel and Tours,Philippines)***

***Ticketing Staff/Reservation***

***Feb 2009 - May 2009***

***Job Responsibilities:***

* *Website booking flights Philippine Airline and Cebu Pacific Airline,*
* *Passport processing*
* *Provide tourists with travel information and ticketing booking details.*
* *Organize schedule and book travelling tickets in accordance with individual travel plans.*

***Personal Details:***

***Age:*** *26*

***Birth Date:*** *January 06, 1990*

***Height:*** *5’5*

***Weight:*** *60 kls.*

***Status:*** *Single*

***Nationality:*** *Philippines*

*Dear Sir/Ma`am,*

*I am a graduate of* ***Bachelor of Science and Tourism Management,*** *I am seeking for a suitable position that will help to enhance my ability, knowledge and experience. I am very interested to be part of your company and I believe that my expertise in customer service handling would be a valuable asset to your company.*

*Enclosed is my resume which provides additional information about my education and experience. I am confident if given the opportunity I will make a valuable contribution in your company.*

*I am looking forward for the opportunity to discuss my qualifications with you thank you for your consideration of my application your response is highly appreciated.*